

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT: Children's Services

POSTHOLDER

SECTION: Quality Improvement

GRADE: PO6

POST DESIGNATION: Team Leader, Complaints & Information Governance

Purpose of Job:

To be responsible to the Head of Complaints, IG and Business Support for.

- I. The leadership development, and management of complaints, members' enquiries, freedom of information requests, individual rights requests, and enquires from statutory agencies to the Directorate.
- II. Ensuring that appropriate resources are deployed to ensure the efficient and effective delivery of the portfolio of responsibilities of the team.
- III. Lead on the promotion of a culture of best practice and learning for complaints, information governance, ensuring compliance with legislative and regulatory requirements as they relate to the portfolio for the Directorate.
- IV. Developing and implementing policy, systems, processes, performance criteria, standards, governance frameworks and procedures relating to the portfolio.
- V. Evaluate and interpret complex national policy and legislation relevant to the portfolio ensuring these are put this into operational practice and be the directorate expert on such matters.
- VI. Provide strategic oversight and management of the portfolio that increases the organisation effectiveness across the Directorate.
- VII. To manage complex and contentious investigations applying innovative solutions that protect the Council's reputation and contributes to the corporate values.
- VIII. Developing positive relationships that enable collaborative working with leaders across the Council and external partners to ensure there are effective mechanisms in place to contribute to continuous quality improvement in service delivery.

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Manage up to 6 directly managed staff.

Manage up to 12 indirectly managed consultancy/contracting staff

Main Duties

1. To provide leadership and management for the Complaints, Information Governance team to ensure it meets its targets and supports the delivery of the Directorate's strategic goals.
2. To work autonomously in the planning and co-ordination of the work of the team ensuring effective service delivery within a complex and wide-ranging portfolio, informed by sound knowledge of children's services, regulatory frameworks and political environment within which it is required to work.
3. To contribute to the leadership and strategic development of the wider Directorate as a member of the Quality Improvement Leadership team and to carry out the role with a significant amount of autonomy.
4. To be the strategic lead for complaints and information governance across the Directorate and to deputise for the Head of Complaints, Information Governance and Business Support as required.
5. To translate the Directorate's strategic goals into operational plans for the service area and to establish clear performance targets to monitor operational performance, taking steps to address any shortfalls. This will require a high level of understanding and expertise across no pre-determined outcomes requiring the postholder to work through the relevant challenges and use their expertise to deliver innovative solutions that will have far reaching policy or service implications.
6. To be the expert adviser in relation to children's complaints and information governance policy and legislation, providing strategic direction, planning, guidance and specialist advice and taking a lead in handling complex pieces of work with high reputational risk to the Council.
7. To develop, lead and be accountable for the implementation and management of effective and appropriate systems and procedures for handling complaints, individual rights requests, members enquiries and freedom of information requests that are in line with the Directorate's strategic objectives and priorities as well as council and legal requirements.
8. To identify risks to the reputation of Children's Services to regard to complaints, compliance with information governance and take action to mitigate the risks to the Council.

9. The postholder will represent and act on behalf of the Council as required including to carry out the role of 'designated officer' as required under the Children Act (1989) Representations Procedures Regulations (2006) in relation to the management and co-ordination of all representations made under the Act.
10. To participate in Caldicott Officer discussions and decision making ensuring the Directorate's compliance with Caldicott standards, and good practice on the use of service user's sensitive personal data.
11. Establish appropriate performance monitoring criteria to ensure the Directorate complies with GDPR requirements and contribute to corporate programmes in this area.
12. To interpret information governance and complaints legislation, policy and good practice and be responsible for reviewing and reporting on the Directorate's compliance, identifying emerging trends, risks and issues and recommending mitigating strategies where necessary.
13. To lead and manage complex investigations bringing creative thought, innovative input and expertise to deliver solutions that deliver resolutions that enhance reputation and demonstrate the learning culture of the Council.
14. To be responsible for developing and revising Directorate's policies and procedures for the efficient management of complaints, members' enquiries, freedom of information requests and data protection requests including disclosures into civil and criminal court proceedings; making recommendations for change for the whole Directorate and managing the implementation, review and communications.
15. To engage with contentious matters applying persuasion, advocacy and sensitivity to effect positive outcomes.
16. To manage the implementation of actions recommended by the Local Government Ombudsman and Information Commissioner's within the prescribed timescales.
17. To commission external investigators to undertake case reviews, ensuring value for money and oversee the quality of their reports.
18. To contribute and implement the Directorate's continuous improvement as it relates to the portfolio.
19. To provide detailed analysis, briefings and reports on the quality and performance of the service to DMT and when required to Members, including providing advice on complex matters including lessons learnt and any significant financial or organisational implications for the Directorate and Council.
20. To be responsible for the development and delivery of information governance and complaints training for staff and managers across the Directorate

21. To act as principal investigator, allocating and directing the investigation of all information governance incidents and 'near misses' and to lead on the monitoring and implementation of remedial actions, communicating any lessons learned or subsequent changes to policies and procedures.
22. The postholder will work in an environment that is subject to constant change, requiring managing conflicting priorities and deadlines; ensuring expectations are managed and met.
23. The postholder will have period of working in an environment of high intensity which will require corresponding to physiological demands and flexibility.
24. To be the lead contact for Children's Services for official notifications from statutory agencies e.g. Local Government Ombudsman, Information Commissioner's Office, Children's Commissioner, Police, Crown Prosecution Service and Courts as they relate to the portfolio.
25. The postholder will have to operate at the highest levels of the organisation and will be required to advise, support and challenge staff, and members of the senior management team. Therefore, they must have significant experience and skills in working with and managing complex relationships at this level.
26. To work in strategic partnership with other council Directorates, external agencies and stakeholders in the preparation of documents for disclosures for insurance claims in into court proceedings ensuing compliance with protocols and rules of disclosure.
27. To contribute to inspections readiness across all inspection frameworks relevant to Children's Services.
28. Monitor and control the budget for the complaints & information governance team.
29. To be responsible for undertaking employee investigations and appeals in line with Council policies and procedures.
30. To represent the service at meetings that relate to the duties of the post including attending meetings or events outside of office hours as required.
31. To carry out any other work appropriate to the level and general nature of the post's duties.
32. To carry out all duties with due regard to the provisions of Health and Safety regulations and legislation, the Council's Equal Opportunities, Customer Care policies, New Technology agreement and Confidentiality policy.

Person Specification

Job Title	Complaints and Information Governance Team Leader
Grade	PO6
Service/Section	Quality Improvement
Directorate	Children's services

Method of Assessment: AF= Application Form, T = Test, P = Presentation, I = Interview
Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Method of Assessment	Essential/Desirable
Knowledge		
Excellent knowledge of the legislative and regulatory framework governing Children's Services including its statutory and corporate complaints processes and the Freedom of Information and Data Protection Acts.	AF/I	E
Skills and Abilities		
Excellent analytical, reporting writing and written / verbal communication skills along with excellent interpersonal skills, including the ability to influence and negotiate with people at all levels effectively.	AF/I/T	E
The ability to use information technology to operate efficient information management and monitoring systems.	AF/I/T	E
Excellent organisational skills with the ability to prioritise, delegate and work under pressure and to tight timescales.	AF/I	E
Experience		
Experience of information governance and high volume complex complaints management within local government or an organisation with similar complex governance structures	AF/I	E
Experience of leading, managing and motivating staff	AF/I	D
Experience of seeking out, managing and influencing opportunities for continuous improvement and change.	AF/I	D

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Experience of corporate working, inter -agency working and challenge to deliver positive outcomes	AF/I	D
Experience of leading significant change projects from concept to sign off.		
Equal Opportunities		
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	AF/I	E