# **UKHSA Advert Job Description Template**

This form is used as an advert template for all advertising including Expressions of Interest (EOIs). It will be shared with potential applicants (attached to the advert).

For internal EOIs – please ensure you complete the final page of this document in addition to the job description.

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| Job title | Enquiries & Complaints Lead |
| Directorate | Strategy |
| Team Name | Parliamentary & Public Accountability Team |
| Number of vacancies | 1 |
| Grade | G7 |
| Location | Hybrid - national |
| Contract type | permanent |
| Contract end date *if fixed term* |  |
| Cost code | CPU1 |
| Position number | 50003355 |
| Will this role require contact with vulnerable adults or children? (yes/no) | NO |
| Proposed advert go-live date | TBC |
| Proposed advert closing date(please *allow at least 10 working days*) | TBC |
| Proposed interview date/s (if known) | **TBC** |
| Contact name  | **Dai Powell** |
| Email address to send applications – *for EOI only* |  |

## **Job overview (this will be used to create the job advert)**

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| *Guidance:* *Please provide a very brief overview of the role and the team. This will appear at the start of the advert so needs to catch the eye of applicants, to draw them in and engage them as it will be the first text they read (maximum of 500 words).* |
| Strategy, Policy and Programmes Group sets the strategic direction for UKHSA, supports the organisation to deliver the business plan and evaluates performance of delivery. Positioned in the Strategy Directorate, the Parliamentary and Public Accountability team provides a centralised service working directly with requesters, regulators, OGDs, Ministers’/CEO offices, Parliament and members of the public in the delivery of UKHSA’s obligations with respect to Parliament and the public. The team works collaboratively across the whole of UKHSA to provide a high-quality service to all of our customers in line with UKHSA’s values and our key performance indicators.You will be responsible for leading the Enquiries & Complaints Team within the Parliamentary and Public Accountability Team, ensuring that UKHSA manages enquiries and complaints effectively and in line with the relevant standards. In doing so, you will play a key role in ensuring UKHSA is an organisation which is responsive to stakeholders and members of the public.You will be working with a highly motivated and passionate group of people and will be working alongside them in an exciting and fast-paced environment with the opportunity to make your mark. In line with the UKHSA values, we are inclusive, insightful and impactful in our work. |

## **Main duties of the job (this will be used for job evaluation and to create the job advert)**

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| *Guidance:**Please set out what activities and duties the post-holder will be expected to carry out day to day, what projects they will be involved in or what they will be responsible for. Please keep bullets to the point, as a high-level summary is all that is required (too many bullets can appear daunting and put potential candidates off).* |
| The post holder will lead the Enquiries & Complaints Team within the Parliamentary and Public Accountability Team, in its delivery of correspondence and complaints services and associated projects. The role includes:* Leading, supporting and developing the team and processes to maintain UKHSA’s responsiveness to enquiries and complaints received by UKHSA, commissioning information from other parts of UKHSA and preparing responses, ensuring appropriate clearances are received prior to issue; and
* Ensuring the Enquiries & Complaints Team’s responses remain aligned with up to date guidance and policy positions through constant engagement and collaboration with teams across UKHSA
* Ensuring a high quality service is delivered in a sustained way which consistently meets organisational key performance indicators (KPIs)

In line with our work to increase cross-team working within the Parliamentary and Public Accountability Team, and to role model a one team ethos, the postholder will also be asked to undertake projects outside their immediate area of responsibility to support Information Rights and parliamentary work.  |

## **Working for our organisation (this will be used to create the job advert)**

*Guidance:*

*This is a pre-populated field so can’t be edited.*

*We pride ourselves as being an employer of choice, where Everyone Matters promoting equality of opportunity to actively encourage applications from everyone, including groups currently underrepresented in our workforce.*

*UKHSA ethos is to be an inclusive organisation for all our staff and stakeholders. To create, nurture and sustain an inclusive culture, where differences drive innovative solutions to meet the needs of our workforce and wider communities. We do this through celebrating and protecting differences by removing barriers and promoting equity and equality of opportunity for all.*

## **Detailed job description and main responsibilities (this will be used for job evaluation and to create the job advert)**

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| *Guidance:* *Please provide a narrative description of the role. This can include what work the post-holder will be involved in, what projects they could be responsible for in the future, and how the role fits in with the wider organisation/team. This should not be bullet points and should expand on the ‘main duties of the job’ section.* |
| This is an excellent opportunity to lead a high performing team to deliver UKHSA’s complains and enquiries service and make a real impact. It is essential that members of the public have confidence in the health and social care system. UKHSA’s Public Accountability team works to secure the trust and confidence of the public and ensure that the services we provide are consistent and seamless. The role is pivotal in managing reputational risk through maintaining up to date and consistent messaging across all types of correspondence and ensuring we respond in a helpful and positive way to complaints.The postholder will be required to:* Manage the delivery of UKHSA’s response to enquiries and complaints with clear, consistent and timely responses and act as liaison point for any further clarification or queries.
* Using their knowledge of complaints resolution practice, to lead the resolution of complaints within the processes and time frames set out in UKHSA’s Complaint Procedure.
* Engagement with a culture of co-operation with all Groups within UKHSA and external agencies such as the Parliamentary and Health Service Ombudsman (PHSO) and complaints advocacy services.
* Provide expert guidance which adheres to the Parliamentary and Health Service Ombudsman’s PHSO’s *Principles of Good Complaint Handing*, a particular requirement is for organisations to provide fair and proportionate remedies to complaints. For example, briefing senior leadership on UKHSA’s responsibilities in relation to handling complaints involving claims of financial compensation for financial loss or distress.
* Drive continuous improvement, through developing governance mechanisms to monitor complaints and capture and disseminate learning from complaints across UKHSA.
* Develop UKHSA’s complaints processes in tandem with the National Operations complaints service to ensure a consistent approach for complaints across UKHSA.
* Oversee the routine production of performance management data and support the team to meet its key performance indicators, identify themes and provide management briefing.
* Maintain the centralised correspondence services directly with members of the public and stakeholders, managing internal contributions and providing expert handling advice to internal staff.
* Maintain knowledge of the Cabinet Office requirements for responding to correspondence and propose service developments to meet them.
* Manage the delivery of routine correspondence alongside leading a reactive enquiries service to events such as major public health incidents. The postholder will work with colleagues in the communications team and Health Protection Group to ensure that UKHSA’s responses in these situations are authoritative, clear, and consistent with our messaging at both national and local levels.

The postholder will have regular contact with staff at all levels in UKHSA and to support delivery against targets, will also need to establish and maintain efficient and effective working relationships with members of the public, health care professionals and across government departments.In ensuring that UKHSA's responses are timely and accurate, the postholder will work with the organisation's scientists, clinicians and technical staff and will be able to take complex scientific and technical information and be able to adapt it for a wide range of audiences. Strong communication and drafting skills are essential for this role.As the role involves changing priorities, the successful candidate will need to demonstrate the ability to be flexible, adaptable, and resilient through uncertainty.The post holder will have responsibilities within the team and across the organisation around learning and development and well-being.  |

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| **Experience** |
| *Please provide the experience/knowledge that is* ***essential*** *for the candidate to carry out the role***Essential criteria**We are looking for candidates who possess the following essential criteria required for the role:* Experience of managing complaints services in a public sector organisation, or a similar complex setting;
* Experience of driving team performance and positive outcomes, including a commitment to reflecting on what works and promoting continuous improvement
* Ability to assess user/customer/stakeholder needs and translate these into a product or service that meets those requirements;
* Ability to communicate complex legal, scientific and technical information to a non-scientific audience;
* An understanding of and commitment to diversity and inclusion and good working relationships;
* Excellent IT skills – Microsoft, Excel, Adobe.

**Desirable criteria*** Experience in a public sector organisation with complex stakeholder interactions and exposure to a broad range of the organisation’s functions and activities;
* Educated to degree level (or equivalent experience);
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**Selection process details (may not be needed for EOIs) (this will be used to create the job advert)**

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| *Guidance:**Please state what is being assessed at sift. Once the advert has gone live these criteria cannot be changed.* *The example below shows that Behaviours and Experience will be assessed at sift, but it is also possible to assess Technical elements at sift, if required for the role. Further guidance on the available options can be found here: Behaviours, Strengths, Experience and Technical and will be discussed in the campaign planning call. The below text will be shown in the advert, and the highlighted fields will need to be edited to reflect the assessment criteria chosen for the role. If a presentation or any other test is to be held at the interview stage this would need to be agreed on the campaign planning call as it cannot be added once the advert has gone live.* |
| **Application stage**At sift stage you will be assessed on the essential criteria listed in the job advert, you will receive a separate score for both your CV (the information entered into your application) and statement of suitability. Your statement of suitability must be no more than 1000 word.**Please note: The system will allow you to write up to 1500 words but please do not exceed 1000 words. We will not consider any words over and above this number.** Feedback will not be provided at this stage. **Interview stage**This vacancy is being assessed using Success Profiles. During the interview we will assess your behaviours. Behaviours to be assessed:Managing a quality service Delivering at paceCommunicating and influencing Leadership |