

SCOTTISH LEGAL COMPLAINTS COMMISSION
CASE INVESTIGATIONS MANAGER JOB DESCRIPTION



Reports to:
 Head of Investigations (HOI)

Job purpose:
 Manage a case handling team, organizing staff and other resources to investigate and resolve complaints in accordance with the SLCC's Complaint Handling Procedures and quality standards, including:

- Ensuring the effective and high quality resolution of complaints in accordance with the appropriate Complaint Handling Procedures and quality standards.
- Input to the development and delivery of the SLCC's complaint oversight functions
- Development of the Case Investigation Team, including input to all aspects of staff development.
- Input to the development of policies and procedures.

The Complaints Investigation Manager works closely with the Head of Investigations and in line with the CEO's and the SLCC's direction.

AREA OF WORK	COMMITMENTS/ RESPONSIBILITIES	DUTIES	COMPETENCY
PORTFOLIO MANAGEMENT	Delivering a timely and effective complaints handling service.	<ul style="list-style-type: none"> - Efficiently overseeing and coordinating the Case Investigation Team's portfolio of cases, to ensure they are handled appropriately and in a timely fashion. - Allocation of cases to Case Investigators. - Managing an individual caseload of enquiries and complaints ensuring they are handled appropriately and in a timely fashion. - Prioritising work and set and follow-up tasks on team and own caseload on daily and ongoing basis, working with the HOI and Case Investigators to identify and manage changing priorities. - Contributing to the management of the office caseload, setting tasks and chasing follow-up action as appropriate. - Bringing overdue tasks to management attention as required by SLCC policies and procedures. - Using IT to ensure efficient and accurate record keeping and reporting. 	Planning and organising Managing people Technical skills

AREA OF WORK	COMMITMENTS/ RESPONSIBILITIES	DUTIES	COMPETENCY
OPERATIONAL MANAGEMENT & COMPLAINTS PROCESSING	Managing the team's handling of enquiries and complaints to ensure they are dealt with in a consistent and fair way	<ul style="list-style-type: none"> - To line-manage members of own Case Investigation Team - Day-to-day responsibility and accountability for the: <ul style="list-style-type: none"> o quality and timeliness of the work carried out by the Case Investigation Team, measured against the SLCC's processes and policies in relation to complaints investigation and complaint oversight; o achievement and maintenance of the required SLCC standards of complaints investigation, complaint oversight and reporting; and o organisation, review and development of the Case Investigation Team and its systems and procedures, ensuring quality and customer service excellence. - Provide agreed cover for aspects of the Head of Investigation's role during absences. - Input to recruitment and take responsibility for induction, supervision, development and performance appraisal activities. - Undertaking ongoing analysis and improvement of processes and procedures, ensuring that comprehensive and up to date documentation is developed and maintained and accessible. - Being an escalation point for complex complaints issues including providing advice and guidance to complaints investigators. - Manage any escalated calls and contacts as necessary or appropriate. 	<p>Qualification, Knowledge & Experience</p> <p>Applying Professional Standards</p> <p>Analysis & Problem Solving</p> <p>Effective Communication</p> <p>Delivering Excellent Service</p> <p>Managing Relationships</p>
QUALITY ASSURANCE	Ensuring that all aspects of the work of the Case Investigation Team meets SLCC quality standards and delivers excellent standards of service	<ul style="list-style-type: none"> - Reviewing the output from their team and to assure that it fully complies with the agreed SLCC standards; - Continually inputting to review and development of the procedures and processes of the service to meet customer needs. Proposing and applying quality assurance procedures and service level standards; - Monitoring and analysing operational performance information. Identify changes and improvements needed, plan and implement changes to improve performance; - Create annual and monthly improvement plans for the team and individual Case Investigators; - Identifying at the earliest possible stage complaints of a high profile and/or precedental nature. Liaising closely with the HOI, the CEO and, where necessary, the SLCC and reporting of such cases. - Providing regular feedback and reports to the Head of Investigations as required. 	<p>Applying Professional Standards</p> <p>Analysis & Problem Solving</p> <p>Planning & Organising</p>

AREA OF WORK	COMMITMENTS/ RESPONSIBILITIES	DUTIES	COMPETENCY
EXTERNAL COMMUNICATION	Promoting the SLCC in a confident and professional manner	<ul style="list-style-type: none"> - Supporting the Head of Communications (HoC) in the external communications strategy. - Promoting a professional and positive image of the SLCC among all stakeholders at all times. - Develop effective and appropriate working relations with all stakeholders. - Use appropriate IT and other communication tools effectively. 	<p>Effective Communication</p> <p>Managing Relationships</p> <p>Delivering Excellent Service</p>
WORKING TOGETHER	Contributing to the effectiveness and success of the SLCC	<ul style="list-style-type: none"> - To play an active and positive role in the SLCC Management Team and to participate in developing the effectiveness of the Case Investigation Team. - To work closely with the Head of Investigations and the Gateway Team Manager, to ensure an effective and seamless transition of complaint cases to the Case Investigation Team/s. - To work in partnership with other managers across SLCC, and to ensure the seamless transfer of knowledge, information and good practice. - To lead and/or participate in project teams and other performance improvement initiatives. - To present information to the CEO and the SLCC as required. - To build working relationships with key external stakeholders. - To provide input for and, where necessary, write copy for SLCC Reports. - Promoting equality of opportunity and diversity in all aspects of the SLCC's work. - Carrying out other duties in relation to other areas of the SLCC's function from time to time, as required. 	<p>Working Together & Valuing Difference</p> <p>Being Open & Adaptable</p> <p>Analysis & Problem Solving</p> <p>Applying Professional Standards</p>

AREA OF WORK	COMMITMENTS/ RESPONSIBILITIES	DUTIES	COMPETENCY
STAFF AND TEAM DEVELOPMENT	Managing the development and training of the case investigation team to ensure cases are handled effectively by a well motivated and expert workforce.	<ul style="list-style-type: none"> - Undertaking training needs assessment for the staff, to identify training and development needs and arrange the delivery of suitable training. - Reviewing and monitoring skills levels to ensure that the team is able to meet its aims and objectives and ensuring all team members have a personal development plan. - Coaching, training and motivating staff to develop their individual and collective performance as required. - Implementing systems for gathering and using management information for the purposes of team planning, performance and resource management. - Ensuring that the team as a whole is coherent and members work towards common goals and to develop a culture within the team that recognises how individual work impacts on the team and its performance. - Regularly report progress and issues to the HOI in the format and manner agreed. 	<p>Managing People</p> <p>Personal Development & Supporting Others</p> <p>Effective Communication</p> <p>Managing Relationships</p> <p>Analysis & Problem Solving</p>
STRATEGY	Contribute to the SLCC's strategic and business goals	<ul style="list-style-type: none"> - Understanding corporate aims and objectives and using them to inform personal actions - Taking responsibility for ad-hoc initiatives identified by the SLCC and as agreed through the CEO/HoI - Contributing to the development of corporate aims and objectives - Contributing and adapting positively to change - Carrying out other duties and project work as required from time to time 	<p>Qualifications, Knowledge & Experience</p> <p>Applying Professional Standards</p> <p>Being Open & Adaptable</p>