

**SCOTTISH LEGAL COMPLAINTS COMMISSION  
GATEWAY TEAM MANAGER JOB DESCRIPTION**



**Reports to:**

Head of Investigation (Hol)

**Job purpose:**

Manage the Gateway Team (GT), organising 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. This includes the actions needed under both the 2007 Act and the old SLSO's powers.
- Input to the development and delivery of the SLCC's complaint handling policies and procedures in relation to the eligibility of complaints
- Development of the Gateway Team, including input to all aspects of staff development.

The Gateway Team Manager (GTM) works closely with the Head of Investigations (Hol) and in line with the CEO's and the SLCC's direction.

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

AREA OF WORK	COMMITMENTS/ RESPONSIBILITIES	DUTIES	COMPETENCY
<b>OPERATIONAL MANAGEMENT &amp; COMPLAINTS PROCESSING</b>	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"> <li>- Line-managing the Gateway Team with day-to-day responsibility and accountability for the:               <ul style="list-style-type: none"> <li>o quality and timeliness of the work carried out by the GT, measured against the SLCC's processes and policies in relation to complaints investigation and complaint oversight;</li> <li>o achievement and maintenance of the required SLCC standards of complaints handling; and</li> <li>o Organisation, review and development of the GT and its systems and procedures, ensuring quality and customer service excellence.</li> </ul> </li> <li>- Providing advice and guidance to the GT on how to apply SLCC procedures and policy in relation to dealing with enquiries and assessing the eligibility of complaints</li> <li>- Involvement in the recruitment of GT staff, taking responsibility for induction, supervision, development and performance appraisal activities.</li> <li>- Undertaking ongoing analysis and improvement of processes and procedures, ensuring that comprehensive and up to date documentation is developed and maintained and accessible.</li> <li>- Being an escalation point for complex complaints/enquiries issues, managing any escalated calls and contacts as necessary or appropriate.</li> <li>- Making decisions, or for complex cases recommendations, about the eligibility of some complaints in line with SLCC policy, including premature complaints, the timeliness of complaints and those appropriate to other organisations such as the LSS/FA.</li> <li>- Prepare written recommendations for the HoI/Members on the eligibility of some complaints in line with SLCC policies and procedures. These include, vexatious/frivolous/without merit complaints, complaints made outside the time limits, where the practitioner was acting in a judicial capacity or more complex cases requiring senior management input.</li> <li>- Making and managing initial enquiries on cases to enable eligibility to be assessed.</li> </ul>	Qualification, Knowledge & Experience  Applying Professional Standards  Analysis & Problem Solving  Effective Communication  Delivering Excellent Service  Managing Relationships

AREA OF WORK	COMMITMENTS/ RESPONSIBILITIES	DUTIES	COMPETENCY
<b>QUALITY ASSURANCE</b>	Ensuring that all aspects of the work of the Gateway Team meets SLCC quality standards and delivers excellent standards of service	<ul style="list-style-type: none"> <li>- Reviewing the output from their team and to assure that it fully complies with the agreed SLCC standards.</li> <li>- Continually input to review and development of the procedures and processes of the service to meet customer needs. Proposing quality assurance procedures and service level standards.</li> <li>- Monitoring and analysing operational performance information. Identify changes and improvements needed, plan and implement changes to improve performance.</li> <li>- Creating annual and monthly improvement plans for the team and individual Gateway Team Members as needed.</li> <li>- Identifying at the earliest possible stage complaints of a high profile and/or precedental nature, liaising closely with the HoI, CIM, CEO and, where necessary, the SLCC and reporting of such cases.</li> <li>- Providing regular feedback and reports to the HoI as required.</li> </ul>	<p>Applying Professional Standards</p> <p>Analysis &amp; Problem Solving</p> <p>Planning &amp; Organising</p>
<b>EXTERNAL COMMUNICATION</b>	Promoting the SLCC in a confident and professional manner and providing an independent, accessible and impartial service to all stakeholders.	<ul style="list-style-type: none"> <li>- Supporting the Head of Communications (HoC) in the external communications strategy.</li> <li>- Promoting a professional and positive image of the SLCC among all stakeholders at all times, particularly as the initial point of contact with the SLCC.</li> <li>- Develop effective and appropriate working relations with all stakeholders.</li> <li>- Use appropriate IT and other communication tools effectively.</li> </ul>	<p>Effective Communication</p> <p>Managing Relationships</p> <p>Delivering Excellent Service</p>
<b>WORKING TOGETHER</b>	Contributing to the effectiveness and success of the SLCC	<ul style="list-style-type: none"> <li>- To play an active and positive role in the SLCC Management Team and to participate in developing the effectiveness of the Gateway Team.</li> <li>- Working closely with the HoI, to ensure an effective and seamless transition of complaint cases to the Case Investigation Team/s.</li> <li>- To work in partnership with other managers across SLCC, and to ensure the seamless transfer of knowledge, information and good practice.</li> <li>- To lead and/or participate in project teams and other performance improvement initiatives.</li> <li>- To present information to the CEO and the SLCC and to attend Determination Committees, when required.</li> <li>- To build working relationships with key external stakeholders.</li> <li>- To provide input for and, where necessary, write copy for SLCC Reports.</li> <li>- Promoting equality of opportunity and diversity in all aspects of the SLCC's work.</li> <li>- Carrying out other duties in relation to other areas of the SLCC's function from time to time, as required.</li> </ul>	<p>Working Together &amp; Valuing Difference</p> <p>Being Open &amp; Adaptable</p> <p>Analysis &amp; Problem Solving</p> <p>Applying Professional Standards</p>

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<b>STAFF &amp; TEAM DEVELOPMENT</b>	Managing the development and training of the Gateway Team to ensure cases are handled effectively by a well motivated and expert workforce.	<ul style="list-style-type: none"> <li>- Undertaking training needs assessment for the staff, to identify training and development needs and arrange the delivery of suitable training.</li> <li>- Reviewing and monitor 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.</li> <li>- Coaching, training and motivating staff to develop their individual and collective performance as required.</li> <li>- Implementing systems for gathering and using management information for the purposes of team planning, performance and resource management.</li> <li>- 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.</li> <li>- Regularly reporting progress and issues to the Hol in the format and manner agreed.</li> </ul>	<p>Managing People</p> <p>Personal Development &amp; Supporting Others</p> <p>Effective Communication</p> <p>Managing Relationships</p> <p>Analysis &amp; Problem Solving</p>
<b>STRATEGY</b>	Contribute to the SLCC's strategic and business goals	<ul style="list-style-type: none"> <li>- Understanding corporate aims and objectives and using them to inform personal actions.</li> <li>- Taking responsibility for ad-hoc initiatives identified by the SLCC and as agreed through the CEO/Hol.</li> <li>- Contributing to the development of corporate aims and objectives.</li> <li>- Contributing and adapting positively to change.</li> <li>- Carrying out other duties and project work as required from time to time.</li> </ul>	<p>Qualifications, Knowledge &amp; Experience</p> <p>Applying Professional Standards</p> <p>Being Open &amp; Adaptable</p>