



## Person Specification

<b>Post title</b>	Deputy Complaints Manager	<b>Grade</b>	J
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To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
<b>Skills, knowledge, experience</b>		
S1	Experience of working in customer complaint resolution, preferably within a Local Authority.	CV/SS, I
S2	Knowledge of, and experience of working to, statutory requirements, regulations and Government policy relating to complaint management, with the ability to interpret legislation.	CV/SS, I
S3	Organisational skills, working in pressured situations to meet multiple deadlines.	CV/SS, I
S4	Ability to interpret procedures and make recommendation on a course of action to effectively manage complaints and seek resolution.	CV/SS, I
S5	Experience of supervising and coaching staff	CV/SS, I
S6	Ability to manage resources in relation to service demands.	CV/SS, I
S7	Experience of working to targets and monitoring performance.	CV/SS, I
S8	Experience of supporting service improvement projects.	CV/SS, I
S9	Ability to prepare and present information clearly, accurately and concisely.	CV/SS, I
S10	Ability to build good working relationships with service users, colleagues and partners.	CV/SS, I
<b>Personal attributes and circumstances</b>		
P1	You must adhere to the "Knowsley Better Together" staff qualities; Integrity, Accountability, Communication and Respect	I
<b>Communication</b>		
C1	Interpersonal skills with the ability to deal with challenging and sensitive situations.	CV/SS, I
C2	Written and verbal communication and presentation skills, adapting style as necessary to meet the requirements of the audience.	CV/SS, I
C3	Ability and experience of supporting and liaising with Senior Officers within an organisation.	CV/SS, I

May 2025





Qualifications		
Q1	Qualification or equivalent substantial experience in complaint handling.	CV/SS, C

**CV/SS** = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview  
**P** = Presentation **AC** = Assessment Centre **T** = Test

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- Motivation to work with children and young people.
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people.
- Emotional resilience in working with challenging behaviours.
- Attitudes to use of authority and maintaining discipline

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

May 2025

