



St Basils

Works with young people

COMPLAINTS MANAGER - BIRMINGHAM

Applicant Information Pack



Our Mission

St Basils *works* with young people to:

- Enable them to find and keep a home
- Develop their confidence, skills and opportunities
- Prevent youth homelessness

Our Vision

Our vision for all young people is that:

- Homelessness is not part of their experience of growing up
- There are integrated education, employment and housing pathways
- They are able to access the support and development opportunities they need to secure their futures and realise their potential

Our vision for St Basils is that:

By **2027** we will continue to be the leading provider of accommodation, support and psychologically informed services for young people across the West Midlands.

- Our service developments will include:
 - Increasing our bed spaces outside Birmingham and growing our services in new areas
 - a nationally renowned centre of excellence for young people with complex needs
 - extending our service offer to Care Leavers
 - additional Live and Work schemes for young people engaged in education, training and work
- We are the national lead for:
 - Psychologically informed consultancy, training and reflective practice services
 - Youth Voice engagement and support

About Us

St Basils works with young people aged 16-25 who are homeless or at risk of homelessness, the largest organisation working exclusively in the West Midlands helping some **4000+** young people each year across the region with specific services in Birmingham, Sandwell, Solihull, Warwickshire, Worcestershire, the Wyre Forest and Coventry.

Every year some **1,059** young people are housed in our 45+ supported accommodation schemes, which for some young people includes their young children as well. We have a range of prevention, accommodation and support services to help young people regain the stability they need to rebuild their lives, gain skills, training and employment and move on. The aim is to help them successfully break the 'cycle of homelessness' so that they can go on to experience a bright, fulfilling future and never return to a state where they are at risk of homelessness again.

St Basils also works with young people and partners on a national basis (funded separately). We facilitate our *Youth Voice* programme and we are working to roll out our '*Positive Pathway*' Framework nationwide.

From April 2025-2026:

- **3,935** young people received advice and support.
- **1,638** young people were supported by us during the year.
- **1,059** young people lived in our 45+ accommodation schemes.
 - Up to **598** young people lived with us at any one time.
- **91%** of young people moved on from St Basils in a planned, positive way.



"You often hear the phrase that Birmingham is Britain's second city but in my view, we should be proud of the fact you are Britain's first city when it comes to caring for vulnerable homeless young people."

"No-one else is doing it as well as St Basils."

- HRH The Duke of Cambridge

Welcome – from the Chair and Chief Executive

Thank you for showing an interest in our work. St Basils does really important work, which is focussed on ensuring that homelessness is not part of growing up for young people. We want young people to feel cared about, to have trusted support and somewhere safe, suitable and affordable to live that enables them to learn and work.

Our environment is often challenging and our margins are tiny. We are a registered provider, a company limited by guarantee and a charity. Unlike many registered providers, we do rely on charitable income to achieve our outcomes. Partnerships and relationships are critical to us at all levels, locally, regionally and nationally. We are a Psychologically Informed Environment and invest in developing the strengths and skills of our team and young people. Our model combines good quality accommodation and progression support including assistance with employability. Underpinning all of our work is the engagement and perspective of young people at every level, including full Board Membership.

Our Board is critical to provide the oversight and governance to keep us mission focussed and financially viable. We believe it is important to reflect the communities we serve at all levels within St Basils, including our Board. In addition to the specific knowledge base, we need Board members who believe in our work, who are courageous, committed, and understand good governance.

Feizal Hajat OBE
Chair



Marsha Blake
Chief Executive



Working at St Basils – The Culture

Every day, our teams support young people to overcome challenges, build confidence and move towards brighter, more independent futures. The work isn't always easy but knowing you've helped a young person take a positive step forward makes it incredibly rewarding.

Many of our colleagues have spent years, and even decades, at St Basils because of the supportive culture, shared values and the opportunity to see the lasting impact of their work. The quotes below capture some of those experiences and show how we help young people believe that their future can be different from their past.

Young People Voices

"My time at St Basils introduced me to incredible people who believed in me. It gave me the confidence to be myself, follow my own path and see what I was capable of achieving."

"The staff made me feel welcome from day one. St Basils became a place where I could be myself, and today I have my own home and a future I never thought possible."



Staff Voices

"The most rewarding part of working at St Basils is seeing young people recognise their own potential. Our role isn't to tell them who they should be – it's to listen, support and create opportunities that help them build confidence, find their voice and shape the future they want for themselves." - Kyron

"It's about more than housing – it's about building confidence and supporting long-term growth. St Basils is willing to think differently, meet young people where they are and create opportunities that help them believe in themselves. It's about showing young people that their future doesn't have to look like their past." - Tamzin

Our Governance

The Senior Leadership Team led by Marsha Blake, Chief Executive, is responsible for providing strategic leadership to the organisation.

Senior management are mandated to lead with clarity of purpose about the business we are in, and prioritise the delivery of services that meet our 7 strategic priorities. Our approach is one of 'Strategic Doing'.

St Basils is governed by a Voluntary Board of Non-Executive Directors and supported by two committees:

- Business Support and Audit
- Service Delivery and Development

In addition, we have a Fundraising Network of supporters.

As a registered provider of social housing, St Basils is required (in accordance with the Regulator of Social Housing's Regulatory Framework) to adopt and comply with an appropriate Code of Governance.

St Basils has adopted the sector specific NHF Code of Governance 2015. An annual statement of compliance in respect of the Governance Code is published in the Annual Report and Financial Statements.

St Basils is a registered charity, all Board Members are also Trustees. We are also a Company Ltd by guarantee.

Our aim is to improve and strengthen governance by ensuring that our Board has adequate representation in terms of skills balance, diversity and stakeholders including the two Youth Voice members and recruiting in an open and transparent manner.

We adopt a co-regulatory approach to governance by establishing a strong working relationship between Board members and service users and developing our governance arrangements with them. We have an Active Governance Programme where Board members visit services and an internal quality assurance programme carried out by Senior Managers.

ROLE PROFILE – COMPLAINTS MANAGER

ROLE	COMPLAINTS MANAGER
RESPONSIBLE TO	COMPANY SECRETARY
SALARY	PO1, POINTS 33 – 36 £33,856 – £36,486
PURPOSE OF THE ROLE	
To act as the organisational lead for St Basils' feedback processes, ensuring the effective implementation of St Basils' Comments, Complaints, and Compliments Policy. The postholder will oversee the complaints and feedback processes in their entirety, ensuring complaints are handled promptly, fairly and resolved with well-evidenced outcomes. The Complaints Manager will have a thorough understanding of the Housing Ombudsman's Complaints Handling Code requirements and will be responsible for ensuring compliance with the Code and for producing and submitting the relevant regulatory reporting. The postholder will implement and lead an organisation-wide lessons-learned framework from complaints outcomes, driving change that improves services for thousands of young people, making sure they feel heard and respected.	

MAIN DUTIES	- To be the organisational lead in effectively managing all processes regarding feedback and complaints, in line with St Basils' Comments, Complaints and Compliments Policy. This includes, but is not limited to: - Monitoring the receipt of new comments, complaints and compliments (all external feedback). - Acknowledging feedback within the relevant timescales, and providing a respectful and clear response, which is in line with St Basils' Psychologically Informed Environment principles. - Investigating complaints or appointing a suitable manager to investigate where applicable. - Communicating with complainants to ensure their concerns are fully heard. - Produce all outcome letters for complaints, ensuring consistency, fairness and young people focused. - Ensure complainants receive excellent, respectful and responsive service. - Continually monitor our data to identify patterns and determine root causes and systemic issues. - Meet regularly with the relevant members of the Senior Leadership team (SLT) and service managers, providing data and insights into trends to enable them to learn and make decisions which improve service and delivery. - Take ownership of the monitoring of progress against remedial actions, holding managers to account to ensure timely implementation of improvements. - Ensure staff who have been the subject of a complaint are informed of the outcome and any specific recommendations they need to put into place. - Train investigation managers as required to ensure they understand how to objectively undertake an investigation and are aware of the requirements of the Housing Ombudsman Code of Practice. - Lead the organisation-wide lessons-learned framework for complaints, ensuring this is embedded throughout the organisation. - Present a summary of complaints and data insights at least quarterly to the SLT.
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	• Prepare and present the Annual Complaints report to St Basils' Service Delivery & Development Committee and the Board of Directors. • Meet regularly with St Basils Member Responsible for Complaints (Board member) to discuss complex cases and any outstanding remedial actions • Own St Basils' Comments, Complaints and Compliments Policy, updating in line with the review period and making sure it meets the necessary regulatory requirements. • Ensure the Housing Ombudsman Code of Practice requirements are met, and relevant submissions are made on time. • Provide accurate complaints data to colleagues promptly – for example when required for commissioner returns. • Attend Committee and Board meetings as required to present complaints related information / reports. • Line manage the Policy & Complaints Officer and manage their workload as required.
GENERAL	• St Basils is a Psychologically Informed Environment (PIE). PIE is an approach to supporting people out of homelessness, particularly those that have experienced complex trauma. St Basils provides a programme of PIE training and reflective practice to help staff understand the behaviours of the young people that we work with and help staff to work more creatively and constructively with challenging behaviours. You should actively engage with St Basils PIE programme and all events and activities that you are required to attend. • Undertake any further duties deemed necessary by the SLT in order to ensure the efficient and effective operation of the organisation as a whole. Promote St Basils' good practice and equal opportunities and diversity in all aspects of the post holder's work.
MEDIA	To consult with the Chief Executive Officer and/or the Head of Communications when likely to be involved in any campaigning issues or before any involvement with the media on matters relating to St Basils.
ESSENTIAL RECORD KEEPING	• Ensure all information relating to services is accurate and up to date. • Maintain accurate records of progress towards the achievement of agreed goals for service. • Follow & promote all policies and procedures at all times
HEALTH & SAFETY	• Follow & promote all H&S policies and procedures at all times. Ensure that H&S regulations are met and that Fire regulations, risk assessment and behavior management procedures are adhered to at all times
ACTIVELEY CONTRIBUTE TO THE TEAM	• Liaise and communicate with other employees and external professionals appropriately to ensure a coordinated approach to program planning is in place. • Attend and contribute to team meetings. • Advise the management team of any concerns, changes or supplementary services needed. • Be supportive and respectful to colleagues and management
CONFIDENTIALITY	• Confidentiality is of the utmost importance and must be maintained at all times
EQUALITY, DIVERSITY AND INCLUSION	• St Basils is committed to facilitating an environment that is diverse and inclusive, with equal opportunities for all members of staff. As a member of the organisation, it is integral that Equality, Diversity, and Inclusion standards are met, regardless of position, role, or location. Our EDI strategy is a huge part of pushing the charity

	forward on our mission, with a clear understanding of marginalised groups and the protected characteristics. This knowledge and continual urge to foster an environment that is not only safe for our staff but also for the young people will all serve our overall purpose.
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PERSON SPECIFICATION

COMPLAINTS MANAGER		
APPLICANT SHOULD ENSURE THAT THEY ADDRESS THE REQUIREMENTS OF THE POST WITHIN THEIR APPLICATION		
	ESSENTIAL	DESIRABLE
EDUCATION, TRAINING & QUALIFICATIONS	- Educated to degree level or equivalent - To undertake any necessary training or qualifications that are required in order to fulfil the objectives of the post, including any qualifications required by Regulators to lead the complaints management process. - To prepare for and undergo performance appraisal and supervision.	- Educated to degree level in a related subject area - Certificate in Complaint Handling
ROLE EXPERIENCE	- At least 2 years complaints management experience, from initial receipt to final resolution. - Communicating to wide and diverse audiences, internal and external to an organisation. - Preparing and delivering reports that drive management decisions. - Reporting to Senior Management and working with them to drive continuous improvement.	- Experience of line management - Experience of working within the social housing sector - Experience of working with young people
KNOWLEDGE	- Ability to use initiative - Ability to accept delegated responsibility - Knowledge of and Commitment to EDI/Anti-Discriminatory Practice - Flexible in approach to work - Good IT literacy (Word, internet and email are essential to facilitate Policy research; facility). - research and prepare policy position statements. - Understanding of complaints management in a regulated environment. - Knowledge of the Housing Ombudsman and Regulator of Social Housing requirements regarding complaints.	- Use of Microsoft Apps / Power BI - Knowledge of Anti Racism principles
SKILLS	- High levels of emotional intelligence - Ability to follow through decisions and monitor - Excellent written skills - Ability to keep accurate records - Excellent communication, liaison and interpersonal skills, giving the ability to work effectively with a wide range of people in different	- Ability to relate to young people - Ability to work with figures - Coaching/training and presentation skills

	projects/departments, and at a range of different levels • Good time management skills and the ability to work under pressure and to tight reporting deadlines. • Ability to manage conflict. • Ability to prepare and present complex information. • Ability to exercise tact and diplomacy, and first rate interpersonal, negotiation and influencing skills. • Analytical thinking and ability to summarise lots of data to present key trends	
MOTIVATION	• Commitment to customer service excellence and a young-people first culture • Self-Reliance / Self- Motivated • Confidentiality • Stress tolerance	
CONDITIONS OF EMPLOYMENT		
Wherever you are initially based, it must be recognised that the company reserves the right, giving reasonable notice, to re-locate the post holder, dependent on the requirements of the Agency, at any time. All employees MUST abide by the Terms and Conditions as per St Basils Staff Handbook and Equal Opportunities & Diversity Policy document.		
HOURS OF WORK / LUNCH BREAK	37.5 hours per week, which excludes half an hour for lunch. Evening / weekend work may be required in exceptional circumstances and will be compensated with time off in Lieu in negotiation with Line Manager.	
HOLIDAYS	28 days per annum, plus 8 Statutory Bank holidays per annum, pro rata	

At St Basils, we are dedicated to safeguarding and promoting the welfare of children and young people. We expect our staff to create an environment and culture that promotes equality, diversity, and inclusion and advocate for anti-discriminatory practices and behaviours.