

## Job Description

<b>JOB TITLE</b>	Connexional Complaints Support Manager		
<b>REPORTS TO</b>	Assistant Secretary of the Conference	<b>LOCATION</b>	Home based
<b>TEAM</b>	Conference Office	<b>GRADE</b>	

### JOB PURPOSE AND OBJECTIVES

To manage the effective resolution of complaints under Part 11 of the Constitutional Practice and Discipline of the Methodist Church (*CPD*) and to lead a learning and reconciliation culture where the careful resolution of complaints helps to improve and deliver the mission of the Methodist Church.

### JOB DIMENSIONS

#### RESOURCES UNDER CONTROL

<b>Direct reports</b>	None
<b>Resources</b>	Oversight of volunteer network and associated budget.

### ROLE ACCOUNTABILITIES

1. To manage the workload of the service and ensure that appropriate systems are in place so that all complaints are processed and resolved in a timely, fair and transparent manner, working independently but supportively of all parties.
2. To make effective case management decisions on behalf of the Church to assist in the delivery of the wider Church mission and that the reputation of the Church is enhanced.
3. To promote the principles of mediation, reconciliation, and other forms of alternative dispute resolution in resolving complaints and concerns as close to the point of contact as possible.
4. To understand and be conversant with the safeguarding policies and practices of the Methodist Church, and ensure effective liaison, information sharing, and case management between Part 11 and safeguarding processes.

5. To act as the professional point of contact for the Church with outside organisations and statutory agencies who may be involved with any member effected by a Part 11 process and to assist and support any member of the Church who is required to liaise with outside bodies as part of their role within Part of 11.
6. To advise the Connexional Team on communication plans and strategies related to complaints that may impact on the reputation of the Methodist Church.
7. To lead an inclusive culture of listening for all matters of concern to ensure that all voices are heard, and lessons can be learned. This will include the management of anonymously reported concerns and complaints.
8. To ensure appropriate support for any party involved in a complaint throughout the process.
9. To provide support and training for those involved in the resolution, investigation and management of a complaint.
10. To assist with the management of any approved external body or individual who may be utilised to assist with mediation, reconciliation, resolution or investigation of a complaint.
11. To ensure the effective operation of management information systems that ensure the appropriate application of Church complaint recording, data protection, information security, and information sharing policies.
12. To assist the Methodist Conference, Connexional Council, Connexional Team, and the wider Church by analysing complaints and ensuring effective feedback is provided to assist with learning and development for all members. Promoting a culture of openness and transparency that shares the lessons learned from complaints.
13. To undertake other reasonable duties at the level appropriate with the role grade.

## Person Specification

### GRADE LEVEL X – REFER TO THE GRADE DESCRIPTORS

	Essential	Desirable	Assessment Method
<b>Education and Training</b>			
GCSE Maths and English	X		A, Q
Degree or equivalent professional qualification		X	A, Q
Completion of MCB Safeguarding and EDI training (If not at point of applying, this will be mandatory before taking up the post)	X		
<b>Proven Abilities, Knowledge and Skills</b>			
Experience of managing complaints in a Church, charity, public sector or other organisation.	X		A, I
Understanding of the Methodist Church's Constitutional Practice and Discipline		X	A, I
Experience of working with, and supporting volunteers	X		A, I, P
Good Understanding of the Church's priorities in relation to Justice Dignity and Solidarity	X		A, I

Ability to identify and report on key issues, and facilitate appropriate action	X		A, I
Ability to manage the storage and disposal of records	X		A, I, W
Experience of conflict resolution		X	A, I
Familiarity with Safeguarding processes	X		A, I
Ability to use Microsoft programmes	X		A, I
Design and delivery of training products	X		A, I
<b>Personal Qualities</b>			
Demonstrates an understanding and is supportive of the work and mission of the Methodist Church	X		A
Ability to deal sensitively and compassionately with people in distress	X		A, I
Good communications skills	X		A, I

**Method of Assessment:** A – Application Form; I – Interview; W – Written exercise; P – Presentation;  
G – Group exercise; Q – Proof of qualification (certificates or transcripts)

*(We reserve the right to assess any other aspects of the role in a format not previously described)*

## TERMS AND CONDITIONS

<b>Health and Safety:</b>	The post holder will be subject to the Methodist Council's Health and Safety policy						
<b>Equality &amp; Diversity</b>	The post holder will be subject to the Methodist Council's Equality & Diversity Policy						
<b>Physical Conditions:</b>	Open plan office accommodation						
<b>Remuneration:</b>	£28,593.00 per annum						
<b>Hours of Work:</b>	<p>5 days per week</p> <p>The normal hours of work will be from 9.00am to 5.00pm with an hour for lunch. A flexi-time scheme is in operation, core working hours are 10:00am to 12 noon and 2:00 pm to 4:00 pm. With the prior agreement of the line manager, the working day may commence from 8:00 am and will finish no later than 6:00 pm. The flexi-time policy should be referred to for further information.</p> <p>Some flexibility in working hours may be required due to the nature of this post and the work of the Team. Payment for overtime is not given but employees are entitled to time off in lieu by arrangement.</p>						
<b>Holiday Entitlement:</b>	<table border="0"> <tr> <td>During the first to fourth years</td> <td>25 days</td> </tr> <tr> <td>During the fifth to ninth years</td> <td>28 days</td> </tr> <tr> <td>During the tenth and subsequent years</td> <td>30 days</td> </tr> </table> <p>Plus Bank Holidays and an extra three days at Christmas and New Year.</p>	During the first to fourth years	25 days	During the fifth to ninth years	28 days	During the tenth and subsequent years	30 days
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During the fifth to ninth years	28 days						
During the tenth and subsequent years	30 days						
<b>Sick Pay:</b>	Entitlement in accordance with the Methodist Council's terms and conditions of employment						
<b>Pension:</b>	There is a pension scheme that all eligible lay employees will be auto-enrolled onto. Employees who do not meet the auto enrolment criteria are eligible to join the scheme subject to certain provisions.						
<b>Probationary Period:</b>	Appointments for lay employees are made subject to the satisfactory completion of a probationary period, normally six months.						
<b>Season Ticket:</b>	Season ticket loans are available after the satisfactory completion of the probationary period.						