

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Complaints &amp; Governance Manager</b>
<b>Salary</b>	<b>£19.97ph / (£39,049 FTE) – £21.15ph / (£41,356 FTE)</b>
<b>Hours</b>	<b>Up to 37.5 hours per week</b>
<b>Conditions of Service:</b>	<b>GPS Contract of Employment</b>
<b>Responsible to:</b>	<b>TBC</b>

### **Statement of Purpose**

The Complaints & Governance Manager plays a pivotal role in overseeing the management of complaints, concerns, and compliments while also leading on governance and compliance functions across GPS Healthcare. The post holder will ensure that patient feedback is managed effectively, professionally, and in line with regulatory standards, whilst embedding governance systems and supporting risk management, compliance and quality improvement across the organisation.

This position requires working closely with the Executive Management Team, clinical leaders, and administrative staff to implement robust systems, respond to feedback, ensure adherence to policy, and promote a culture of learning and accountability.

### **Main Duties and Responsibilities**

#### **Governance**

Manage and embed governance systems, policies, and processes across the organisation, ensuring they are auditable and consistently applied.

Monitor compliance with UK GDPR and other data protection laws, providing assurance to senior management.

Lead on incident reporting, risk registers, and escalation processes, ensuring learning is identified and implemented.

Coordinate organisational responses to external regulators (CQC, ICB, ICO, Ombudsman) and provide evidence of compliance.

Develop and deliver reports to EMT and Partners on governance risks, trends, and outcomes.

Support the design and implementation of internal audits, monitoring systems, and quality indicators.

Track and oversee internal policy reviews and Standard Operating Procedures (SOPs), ensuring timely updates and adherence.

Provide organisational advice on governance and information legislation, ensuring staff and managers understand their obligations.

### Complaints

Lead on the end-to-end management of all complaints, including complex and sensitive cases, producing high-quality, robust responses.

Liaise with patients, clinicians and system partners to ensure issues are resolved fairly and professionally.

Investigate or oversee investigations into clinical and non-clinical complaints, identifying learning and actions.

Develop safe systems for complaints and incident management, ensuring Duty of Candour requirements are met.

Serve as a patient advocate to ensure concerns are heard and addressed effectively by the healthcare team.

### **Managing information**

Use technology and appropriate software as an aid to management in planning, implementation and monitoring of care, presenting and communicating information.

Ensuring that patient data is kept confidential at all times and is shared on a need-to-know basis only.

Understand responsibility of self and others regarding the Freedom of Information Act.

Maintain confidentiality of information, acting within the terms of the Data Protection Act and Caldicott guidance on patient confidentiality at all times.

### **Education, Training and Development**

Work with management and staff to suggest process improvements, policy changes, or staff training to prevent future complaints.

Understands and demonstrates the characteristics of a role model to members in the team and/or service.

Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments (e.g., courses and conferences).

Assess own learning needs and undertake learning as appropriate.

Demonstrates self-development through continuous professional development activity; working alongside colleagues to identify areas to develop.

Support and participate in shared learning across the wider organisation

**Health and Safety/Risk Management**

The post-holder must comply at all times with the Practice's Health and Safety policies, in particular by following agreed safe working procedures and reporting incidents using the organisations Incident Reporting System.

The post holder will comply with the Data Protection Act (2018) and the Access to Health Records Act (1990).

**Note**

***The job holder will be expected to undertake any other duties which are not specifically listed but are within the remit, responsibility and accountability of the job.***



### Person Specification

Minimum Criteria for Two Ticks *	Criteria	Measured by APP/I/ASS
	<p><b>Experience</b></p> <p>Essential:</p> <ul style="list-style-type: none"><li>• Significant experience leading and managing a complaints process, including investigating complex or sensitive cases.</li><li>• Experience of embedding or maintaining governance, compliance, or risk management systems in an organisation.</li><li>• Demonstrable experience of working with highly sensitive and confidential information.</li><li>• Evidence of identifying service improvements based on complaints, audits, or governance reviews.</li><li>• Experience of producing detailed reports for senior management or boards.</li></ul> <p>Desirable:</p> <ul style="list-style-type: none"><li>• Experience of working with external regulators (e.g. CQC, ICB, ICO, Ombudsman, or equivalent bodies in other regulated industries).</li><li>• NHS or healthcare background, ideally primary care.</li><li>• Experience of policy development, quality improvement, and/or audit processes.</li></ul>	APP, I
	<p><b>Qualifications/Training</b></p> <p>Essential:</p> <ul style="list-style-type: none"><li>• GCSE English &amp; Maths (A*-C or equivalent)</li></ul> <p>Desirable:</p> <ul style="list-style-type: none"><li>• Management or governance-related qualification.</li><li>• Training or CPD in complaints handling, risk management, or quality improvement.</li></ul>	APP
	<p><b>Knowledge/Skills</b></p> <p>Essential:</p> <ul style="list-style-type: none"><li>• Excellent written English with the ability to draft complex reports and responses.</li><li>• Strong analytical skills with the ability to interpret data and identify risks, themes, and trends.</li><li>• Strong organisational and planning skills, with the ability to prioritise and work to tight deadlines.</li><li>• Knowledge of confidentiality principles and data protection requirements (GDPR or equivalent).</li><li>• Confident user of IT systems (e.g. MS Office, spreadsheets, databases) to produce reports.</li></ul> <p>Desirable:</p> <ul style="list-style-type: none"><li>• Knowledge of healthcare governance frameworks, including CQC standards.</li><li>• Awareness of NHS complaints regulations and Ombudsman processes.</li></ul>	APP, I



	<b>Behavioural Attributes</b> Essential: <ul style="list-style-type: none"><li>• Adaptable in approach and attitude, with the ability to adjust to changing priorities.</li><li>• Willingness to learn and promote change for the organisation.</li><li>• Strong interpersonal skills with the ability to influence and engage others at all levels.</li><li>• Acts with integrity, fairness, and professionalism at all times.</li><li>• Resilient and able to work under pressure.</li><li>• Demonstrates commitment to continuous self-development and supporting the learning of others.</li></ul>	APP, I
--	---	--------

**MEASURED BY KEY:**

APP = Application form      ASS = Assessment activities I = Formal interview will be used to measure the candidate ability to fulfill the duties of the role.

*B. Ahmed*

**BA 21/10/2025**

Note: This job description and person specification conforms to the GPS Healthcare job evaluation standards and cannot be amended/updated without HR approval.