

# Job Profile

Position Details	
Post	Customer Services Operations Manager
Service Area	Customer Services
Reports to	Head of Customer Experience and Operations
Grade	PO7
Job Family	To be completed by HR

Role Purpose
<p>This role exists to enable customers (residents, businesses, visitors and the community) to get the right information and advice first time and find it easy to interact with the council. This includes:</p> <ul style="list-style-type: none"><li>• Managing the digital, telephone and face to face channel operations – people, processes, technology and performance.</li><li>• The interpretation and reporting of performance and satisfaction to the Head of Service and key stakeholders.</li><li>• Inputting into and managing the delivery of initiatives to improve the Customer Services operation.</li><li>• Promoting customer service across the council and user base within the borough.</li><li>• Supporting the Head of Service and management team to meet specific Borough plan objectives linked to Customer and Engagement</li><li>• To build high performing teams across all channels within the span of control</li><li>• To support the delivery of a range of other projects from the Service's work programme as allocated.</li></ul>

Main Responsibilities
<ol style="list-style-type: none"><li>1. To ensure the efficient operational management of the Customer Services operation, including the face to face service within libraries.</li><li>2. To lead and support the service by means of clear direction, quality management and the enablement of technical advancement.</li><li>3. To build and lead high performing teams across the area of responsibility</li><li>4. To ensure teams are trained and competent to provide comprehensive advice and be able to deal with complex, contentious or technical enquiries</li><li>5. To ensure routine enquiries are responded to effectively and accurately, in accordance with procedures</li></ol>

6. To support the of the Head of Service in the delivery of Transformation Programmes, and other programmes, to ensure the customer offer delivers business case objectives.
7. To contribute to the development and implementation of our customer services strategy, including our digital offering
8. To champion change in the customer services environment to deliver more online services to continuously maximise the Council's Digital strategy.
9. To lead Service User Partnership Groups to ensure collaboration on future technologies, solutions, designs and processes
10. To support and deputise for the Head of Service including representing the authority at internal and external meetings, and with elected member and external agencies
11. To create and maintain an open, inclusive and performance driven culture where staff feel inspired, empowered and have the freedom to succeed and develop.
12. To own specific change initiatives aimed at improving quality, efficiency or value across the service.
13. To support the Head of Service to work with partners and external experts in continuously exploring opportunities for service improvement, leading on change initiatives and implementing the resulting improvement activity.
14. To develop, own and implement fit for purpose workforce development plans in order to increase resilience and sustainability whilst creating the conditions for talent.
15. To achieve ambitious efficiency and performance improvement targets.
16. Responsibility for the Customer Service operation in terms of quality monitoring and continuous improvement of the service to deliver exceptional performance while providing value for money to the organisation
17. To champion the channel shift journey of the Organisation by capturing, analysing and implementing specific enabling initiatives within the area of responsibility
18. Responsibility for the service in terms of training, performance management, quality and cross-cutting elements (such as Health & Safety and Business Continuity).
19. To support and manage the culture change programme across all aspects of Customer Services to deliver service transformation
20. To be an integral part of the Customer Experience extended management team, contributing to wider demands of the service, including corporate culture change

#### Generic Responsibilities

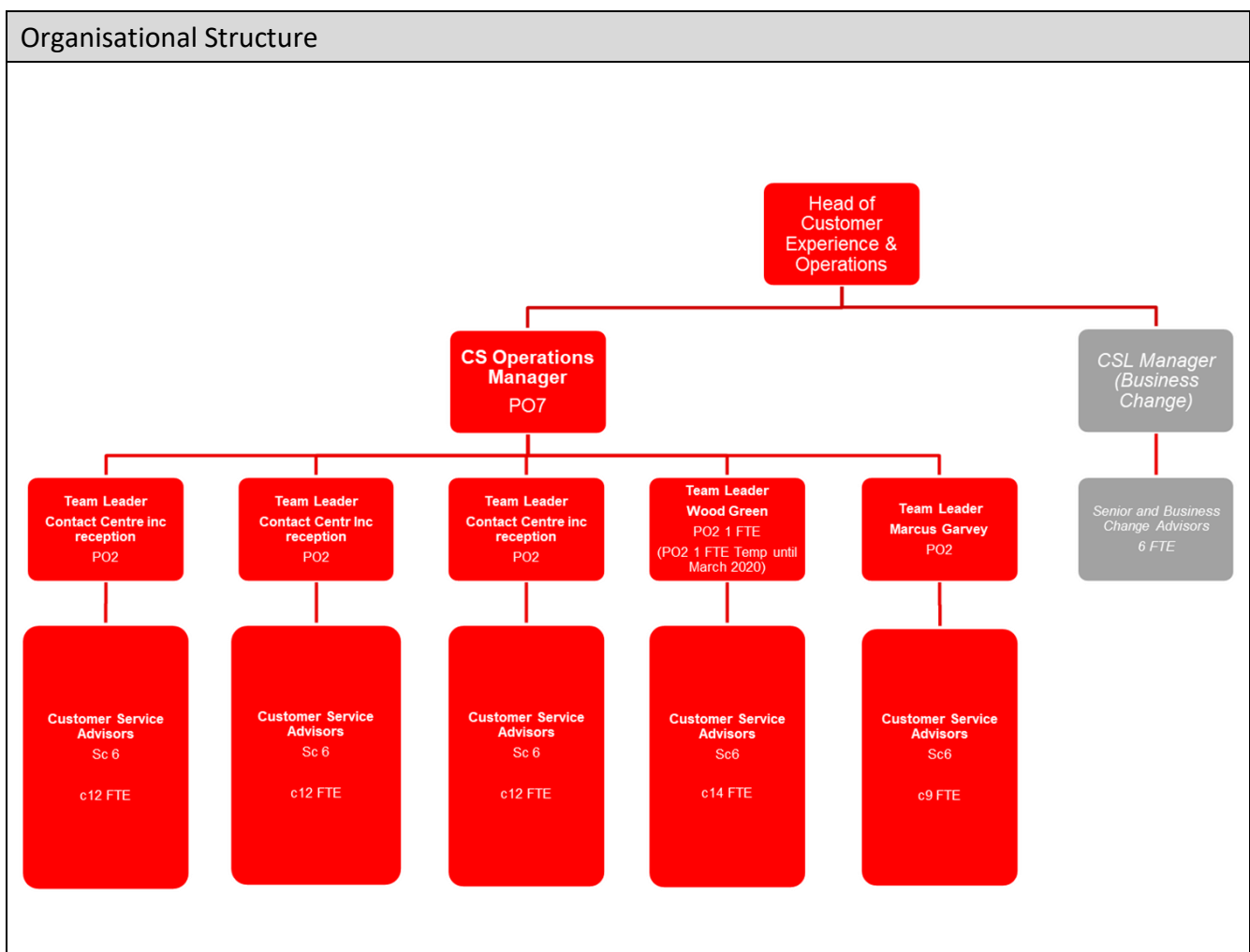
1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.

2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
1. A highly developed knowledge and experience of concepts, principles and practices in all areas of Customer Service delivery	Essential
2. Experience of working in a fast-paced customer service environment in at least 2 of the 3 contact channels	Essential
3. Experience of initiating and maintaining customer channel shift	Desirable
4. Knowledge of the issues facing local government	Essential
5. Experience of managing and motivating teams in a busy environment in multiple locations	Essential
6. Good knowledge of customer satisfaction and performance monitoring tools and techniques.	Essential
7. Excellent IT skills and experience of working with Customer Service platforms	Essential
8. Excellent written and verbal communication skills	Essential
9. Experience of delivering and implementing continuous improvement initiatives with customer satisfaction as the key driver.	Essential
10. Experience of budget monitoring	Essential
11. Ability to work under pressure, with competing priorities and tight deadlines	Essential
12. The ability to self-motivate and manage own performance and that of others	Essential
13. Ability to interpret performance data to deliver service priorities and drive performance	Essential
14. The ability to make decisions and to take and manage risks	Desirable Desirable

<b>Qualifications</b> <ol style="list-style-type: none"> <li>1. Educated to degree level or equivalent experience</li> <li>2. Project management qualification</li> </ol>	
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Main Contacts & Other Information
<p>Direct management of between 5 to 8 line reports and responsibility for circa 50 staff in 3 locations</p> <p><u>Main Contacts:</u></p> <ol style="list-style-type: none"> <li>1. Head of Customer Experience</li> <li>2. Assistant Director for</li> <li>3. Director of Customers, Transformation and Resources</li> <li>4. Key internal and external partners and stakeholders</li> </ol>



## Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
		X		
Are the staff based at the same work location?				No
Will the post holder be responsible for contract / agency / project staff?				Yes

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Yes	80%	Use of a computer.	Yes	80%
Audio typing.			Crisis or conflict situations.		
Walking more than a mile.			Manual handling.		
Working alone or in isolation.	No		Working in confined spaces.		
Driving a car, van or minibus.			Preparing or serving food.		
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.			Working in awkward positions, e.g. stooping, bending, reaching.		
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.			Operating heavy or hazardous machinery including forklifts, diggers or cranes.		
Regular and repetitive movements.			Working shifts / unsocial hours, nights.	Rarely	2%
Outdoor work involving uneven surfaces.			Standing or sitting for prolonged periods.	Yes	75%

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	Yes	5%	Working at heights / on ladders, roof work.	No	
Teaching, or responsibility for, children.			Outdoor work involving extremes of temperature.	No	
Electrical hazards.			Control and restraint.	No	

<b>Resources</b> – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
IT equipment and systems, physical workstations and working from home environments
<b>Cash/Financial Resources</b> - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
No
<b>Plant/Equipment</b> - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
No
<b>Stocks/Materials</b> - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
No
<b>Data Systems</b> - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
Yes – maintaining, updating and analysing data contained on a variety of service specific systems, social media and web
<b>Buildings</b> - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
No