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|  | **POST TITLE:** | Service Improvement Team Leader |
| 1. **2.** | **POST NUMBER:** | 0064394 |
| 1. **3.** | **GRADE:** | Grade 12  Job Evaluation Ref No: N7090 |
|  | **LOCATION:** | Your normal place of work is to be agreed. However, you may be required to work at any council workplace within County Durham |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post

1. **ORGANISATIONAL RELATIONSHIPS:**

The post holder will be accountable to the Customer Relations, Policy and Performance Manager.

The post holder will be responsible for the development and implementation of service improvement activity to enable effective delivery of services to customers. This will include implementing an effective mechanism for using information and customer intelligence from the Neighbourhood Services service grouping to inform the setting up of improvement teams. This includes developing effective systems to capture customer feedback and having responsibility for the Corporate Complaints Team.

The post holder will also support the development of service and performance standards and build customer profiling systems, implementing an approach to equality and diversity across the service grouping.

1. **DESCRIPTION OF ROLE:**

Supporting the Customer Relations, Policy and Performance Manager in the overall development of the Customer Services function with specific responsibility initially for supporting the development of the Access Point and Customer First strategy and all associated projects.

To support the development of a customer orientated service in relation to Customer Services across all service areas provided by the authority and partner organisations.

To analyse key issues impacting on performance and support the development of innovative solutions to drive up performance, building effective working relationships with other service teams across the Council.

To be responsible for ensuring Equality Impact Assessments are coordinated and completed for the Service Grouping and for developing the Service grouping’s approach to ensuring adherence to equalities legislation, including representing Neighbourhood Services on equality groups.

To develop an approach to improvement across the service grouping, which reflects lean thinking principles, embraces equality and ensures a cost effective approach to service provision, maintaining high standards of service delivery and responding to customer need

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

* To support the development and delivery of effective contact channels for customers; including the exploration and development of effective e-based channels
* To implement the review of the Council’s customer access point network using effective customer profiling information to establish how the customer services team can most effectively meet the needs of local communities.
* Work with service and operational officers to identify customer focused management solutions that link back office system integration and development priorities.
* To use data and intelligence to develop an approach to service improvement which identifies efficiency savings and improves the customer experience
* Assist in the preparation of specifications for the procurement of ICT solutions to improve ways of working and enhance customer information
* Work closely with the Policy and Performance Team Leader and the Communications and Marketing Team Leader to maintain an up to date knowledge of key national and local policy changes
* Implement all projects according to established project management principles
* Build and maintain strong working relationships with relevant teams within the Council and partner organisations.
* Promote the Council internally and externally through involvement and participation in appropriate groups.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

Person Specification – Service Improvement Team Leader

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| Qualification | Education to Degree level or equivalent in a relevant subject. | Evidence of continuous personal and professional development | Application form  Selection Process  Pre-employment checks |
| Experience | Experience of developing access points and contact centre service developments  Experience of procedural development  Proven ability to deliver change  Proven ability to transform services  Proven ability to manage projects  Proven ability to establish effective targets and key performance indicators | Experience of multi-agency and partnership working  Experience of working within a local government environment  Experience of working with elected members. | Application form  Selection Process  Pre-employment checks |
| Skills/knowledge | Effective change management skills together with ability influence others  Effective project management skills  Ability to deliver effective presentations to officers, partners and the public.  Ability to produce detailed reports including the production and effective use of key statistical information  High level written and oral communications skills  Effective negotiating skills | Knowledge of business process re-engineering techniques  Knowledge and understanding of local government issues.  Knowledge of quality awards and quality management systems | Application form  Selection Process  Pre-employment checks |
| Personal Qualities | Professional and personal integrity, discretion, awareness and sensitivity  Strong commitment to the provision of quality customer focussed services  An ability to continuously develop and improve services.  Commitment to service excellence  Access to a car or means of mobility support (if the post holder is driving then they must hold a current valid driving licence and have appropriate motor insurance cover)  May be required to work outside of normal hours |  | Application form  Selection Process  Pre-employment checks |