



APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

Customer Solutions Lead

Vacancy ID: 011384

Salary: £31,346.00 - £33,782.00 Annually

Closing Date: 25/10/2020

Benefits & Grade

Grade K

Contract Details

Permanent

Contract Hours

37 hours per week

Job Description

As part of Digital Transformation and Customer Services for Stockton-on-Tees Borough Council the Digital Delivery Team are looking for an individual with the knowledge and experience to design, implement and manage a range of customer solutions to enable high quality service delivery.

You will need to be well organised, flexible, enthusiastic and highly motivated, and able to work within a busy office environment.

This role requires the candidate to lead on assigned initiatives, projects and activities to develop and improve the Council's approach to Digital Services. This includes the development of customer self-serve solutions to facilitate the delivery of high quality customer services and enable digital transformation.

The post holder is responsible for working in partnership with Council services, 3rd party suppliers, the Web Development Team and Xentrall ICT to design, implement and maintain customer solutions to enable the delivery of high quality customer services.

We are particularly looking for someone who is comfortable and confident in working with people in demanding environments.

We are seeking staff who are wanting to make a positive contribution to the work of Digital Transformation and Customer Services and deliver an excellent service to the people we serve.

Previous experience in a customer focused environment is essential and good computer skills are vital.


An online application form and further information is available from www.stockton.gov.uk/jobs.

Please ensure you refer to the Job Description and the essential and desirable criteria in the Person Specification when completing the Personal Statement on the application form, as this information is used to select candidates for interview.

If you would like an informal discussion about the post, please contact Corinne Moore, Digital Delivery Manager on 01642 524486

The application form is available in alternative formats from Xentrall Recruitment Services, tel: 01642 526992 or email recruitment@xentrall.org.uk

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Environment, Culture, Leisure and Events		Service Area: Digital Transformation and Customer Services	
JOB TITLE: Customer Solutions Lead			
GRADE: K			
REPORTING TO: Digital Delivery Manager			
1.	JOB SUMMARY: To be responsible for leading on assigned initiatives, projects and activities to develop and improve the Council's approach to Digital Customer Solutions. This includes the development of customer self-serve solutions and the configuration of service processes, scripts and performance management reports to facilitate the delivery of high quality customer services and enable digital transformation. The post holder is responsible for working in partnership with Council services and Xentrall ICT to design, implement and maintain customer solutions to enable the delivery of high quality customer services.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To lead on assigned projects and initiatives for the design and implementation of suitable technology solutions and components, working in partnership with teams in Digital Transformation and Customer Services, other partner services and 3 rd party suppliers.	
	2.	To lead on assigned projects and initiatives for the development, implementation and promotion of digital customer services working in partnership with other Council services and 3 rd party suppliers.	
	3.	To lead on assigned projects and initiatives to develop and improve a range of digital solutions in order to deliver a seamless, high quality service to customers.	
	4.	To ensure the effective integration of CRM and Self-serve solutions with relevant Line of Business applications to enable seamless customer transactions.	
	5.	To develop, manage and maintain CRM and customer access systems within Digital Transformation and Customer Services and for identified partner services, including identity management and the development and configuration of forms, workflow and scripts.	
	6.	To identify opportunities for digital transformation and service improvement including contributing to the design and development of new models for customer service delivery and the design and specification of technology enabled solutions.	
	7.	To manage assigned staff and budgets in accordance with the Council's defined policies and procedures.	

8.	To lead, develop, mentor and coach staff to ensure that team performance is high and customer experiences are positive. This includes identification of training and development needs and ensuring appropriate training and learning is provided.
9.	To support Council services in implementing and using customer channel capabilities, including training and guidance.
10.	To contribute to relevant strategies, plans and performance improvement activities as required.
11.	To configure systems to provide a range of management information to inform service decisions, designs and resourcing including customer demand across channels and resource assignments.
12.	To actively seek feedback from customers and partner services, ensuring that views are captured and used to inform service improvements.
13.	To provide staff absence cover for operational service delivery teams to maintain service continuity as required.
14.	To provide information, support and guidance to customers and other council services as required.
15.	To liaise with colleagues across the Council and other agencies and to represent the service at work groups, meetings and forums as required.
16.	To manage developments and changes in accordance with project management principles.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade of K using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.

Personal Development – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development.

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton-on-Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

Job Description dated October 2020

PERSON SPECIFICATION

Job Title/Grade	Customer Solutions Lead	K
Directorate / Service Area	Environment, Culture, Leisure & Events	Digital Transformation and Customer Services
Post Ref:	POS007010	

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	Educated to degree level or equivalent or demonstrable directly relevant work experience to an equivalent level of knowledge.		Application form / Selection Process / Pre-employment checks
Experience	Demonstrable experience of:- <ul style="list-style-type: none"> • Participating the design, delivery and maintenance of digital customer solutions. • Leading staff and resources to deliver an agreed set of outputs and outcomes. • Experience of developing web-based customer self-serve solutions. • Designing operating processes to inform the configuration of solutions in a customer related service. • Successfully managing the performance of individuals and teams of staff involved in service delivery. • Maximising the contribution of team members. • Managing customer complaints and feedback professionally and sensitively. 	Knowledge and understanding of local government Project Management Experience Implementing, configuring or maintaining CRM or line of business applications used within Local Authorities Experience of managing the development and implementation of automated processes through integration between applications.	Application form Selection Process Pre-employment checks

	<ul style="list-style-type: none"> • Working in a complex political environment, including understanding the particular requirements of elected members. • Promoting positive cultural change. • Implementing improvements to services and demonstrating outcomes. <p>A proven track record of delivering within budget and to deadlines</p>		
<p>Skills</p>	<p>Demonstrable ability to:-</p> <ul style="list-style-type: none"> • Understand the various needs of the Council's customers and the impact on customer solutions. • Understand the opportunities and challenges of digital technologies within a local authority customer context. • Lead teams of staff involved in service delivery. • Communicate effectively with a range of stakeholders • Work in partnership across Directorates • Initiate, develop and implement service policies and practices within a political environment • Participate in the delivery of programmes and projects within a structured framework or methodology including the evaluation of success • Capture, interrogate, analyse and interpret complex data and information from a range of sources and use it effectively to inform service priorities and improvements • Demonstrate political sensitivity and awareness • Demonstrate personal leadership with authenticity <p>Ability to identify areas of improvement, through performance management and service feedback.</p> <p>Ability to establish and maintain productive working relationships with key stakeholders at all levels</p>	<p>An understanding of the Council's core values and objectives</p>	<p>Application form</p> <p>Selection Process</p> <p>Pre-employment checks</p>

<p>Specific behaviours relevant to the post</p>	<p>Demonstrate the Council's Behaviours which underpin the Culture Statement</p> <p>Creativity and innovation</p> <p>Customer focus</p> <p>Committed to continuous personal development for self and others</p> <p>Personal effectiveness</p> <p>Confidence to implement solutions and to challenge traditional thinking</p> <p>The personal demeanour and credibility, which inspires confidence and motivates colleagues</p> <p>High personal standards of self-discipline in working to deadlines</p> <p>Highly motivated, energetic, winning, not easily discouraged</p>		<p>Application / Interview</p>
<p>Other requirements</p>	<p>Due to the frequent need for travel across the borough and the need to meet business targets, the need to drive and have access to a vehicle is a requirement of this post.</p> <p>Willing to work outside normal office hours occasionally</p>		<p>Application / Interview</p>

Person Specification dated October 2020

Conditions of Service

General

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

Office Hours

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

Annual Leave

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

Sick Pay

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

Pension

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

Medical Examination

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

Probation

New entrants to Local Government will be required to complete a six month probationary period.

Equal Opportunities

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

Job Sharing

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

Payment of Salaries

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

Smoking Policy

The Council operates a No Smoking Policy.

Politically Restricted Posts

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is

the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

Rehabilitation of Offenders Act 1974

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.