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| **Job Description** |
| **Post title** | Customer Relationship Manager |
| **JE Reference No** | N10848 |
| **Grade** | 11 |
| **Service** | Resources |
| **Service Area** | Corporate Finance and Commercial Services – Corporate Procurement |
| **Reporting to** | The post holder will report to The Strategic Account Manager (Schools and Academies) |
| **Location** | Your normal place of work will be County Hall, Durham but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to an Enhanced disclosure. |
| **Flexitime** | This post is eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder will have specific relationship management duties related to consultation, engagement, contract management and business development opportunities with organisations that currently or in the future may procure services from the council.

The post holder will support the Strategic Account Manager to implement a council business development plan which identifies and develops new business opportunities.

The post holder will support the Strategic Account Manager in delivering cross cutting commercial improvement across the Council. This will include heightening of commercial awareness to assist with workforce development.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* Support the Strategic Account Manager to develop a customer engagement plan which ensures all existing Council customers have the opportunity to provide feedback and engage on an annual basis.
* Be an initial point of contact, in conjunction with SLA Managers, and play a positive role in encouraging existing customers to share feedback in order to ensure customer satisfaction, retention, improve Council services and identify new business opportunities.
* Receive, address and/or triage enquiries from existing customers regarding SLAs, responding to these within the requested timescale.
* Liaise with the Strategic Account Manager and SLA Managers to address feedback and ensure products and services offered are well designed and delivered to ensure that the needs of both the customers and the Council.
* Supporting the Strategic Account Manager and SLA Managers to develop and deliver specific service improvement projects.
* Support the Strategic Account Manager to develop and deliver cross service improvement projects.
* Work with the Strategic Account Manager and SLA Managers to communicate and promote service improvements, updates and overall Council progress with customers.
* To support to a cycle of continuous service improvement.
* Contribute to the maintenance of a single central business development opportunities and engagement database.
* Coordinate SLA buy back information where an organisation is going through a transition phase, for example a school is converting to an academy. To include supporting the customer and identifying any new business opportunity for the Council. Share updated SLA information with SLA Managers and other relevant colleagues.
* Support the Strategic Account Manager to develop and deliver a Council business development plan.
* Support the Strategic Account Manager and SLA Managers to develop knowledge of the Council’s competitors and complete regular baselining and benchmarking activities.
* To continually research and review the market in which the Council operates and its customer base ensuring feedback is shared with SLA Managers to aid continual improvement and a strong market position.
* To identify new business opportunities and work with the Strategic Account Manager and SLA Managers to progress these.

* Attend conferences and events to promote the council SLAs.
* Liaise with the Strategic Account Manager, SLA Managers and the Council’s Communications and Marketing Team to ensure that all marketing and promotional material, websites and social media platforms are current, accurate and up-to-date.
* Support and assist on the preparation of tender submissions.
* Support with lessons learnt activities following tender submissions and use this to inform continual improvement cycles.
* Support the organisation in enhancing commercial awareness across the council.
* Representing the council at various meetings, working parties, panels etc., as appropriate.
* To work positively and collaboratively with and across all council service groupings.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*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 your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Educated to degree level or equivalent in a relevant discipline
 | * Chartered professional and relevant professional qualification
* Business development related qualification
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| Experience | * Proven experience of experience in a customer / business development related environment.
* Experience of building strong, trusting relationships with customers and partners
* Track record of achievement in a related environment.
* Involvement in the preparation of tenders and co-ordination with appropriate services.
* Customer relationship management.
* Working in a busy office environment and to timescales.
* Experience in the use of Microsoft Office (Excel, Word, Outlook and PowerPoint).
 | * Experience of working with local government services.
* Experienced in, and comfortable with, working flexibly utilising ICT.
* Substantial experience of proactive working either within the business support network or the business community.
* Experience of working within a marketing environment.
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| Skills & Knowledge | * Strong commercial awareness.
* Knowledge of Microsoft Office (Excel, Word, Outlook and PowerPoint).
* An ability to initiate new business opportunities.
* Confident in making and justifying decisions.
* Understanding of the role of performance management in service delivery.
* Commitment to the provision of a high quality service with a positive attitude towards customer care.
* Highly developed effective interpersonal communication skills.
* Capacity to manage diverse and complex workload.
* Ability to work to deadlines with minimal supervision.
* The ability to travel to and from various sites within the County and occasionally further afield
* Ability to present information verbally and in writing to a variety of audiences.
* Ability to consult and negotiate with customers and end users
* Successful problem solving skills.
* Experience with conflict resolution;
 | * Knowledge of public sector environment.
* Knowledge of the geography of County Durham and the surrounding areas.
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| Personal Qualities | * Ability to work under pressure.
* Driven and self-motivated.
* Innovative and creative thinker.
* Results orientated approach to work.
* Willing to seek and take responsibility.
* Performance oriented i.e. motivated by a desire to achieve performance targets and deliver a high quality service.
* Able to work flexibly to meet the needs of the service.
* Numerate.
* Good organisational skills.
* Accurate and consistent.
* Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance).
* May be required to work outside of normal office hours.
* Commitment to equality and diversity.
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