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| **Job Description** | |
| **Post title** | Customer Service Operations Team Manager |
| **JE Reference No** | N11341 |
| **Grade** | 14 |
| **Service** | Resources |
| **Service Area** | Transactional and Customer Services |
| **Reporting to** | The post holder will be accountable to the Customer Relations Strategic Manger. |
| **Location** | Your normal place of work will be Crook, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a 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** |

Assisting the Customer Relations Strategic Manager in the overall strategic management and development of the Customer Relations function with specific responsibility for overseeing operational issues including resource management, performance management, quality and financial management and developing training plans, in accordance with Council Policies and Financial Regulations.

Responsible for providing a quality, safe and cost-effective service to all customers.

Providing operational management to all first point of contact channels handled by corporate customer service, including managing the required face-to-face, telephony, web, network and workforce management technologies, staff service liaison and developing and onboarding new services as part of a corporate integrated customer service approach.

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

To support the development of effective links with each service area within the defined locality and ensure that close communication and customer feedback systems are developed and used to enhance future services within the service area.

To support the development of effective links with Area Action Partnerships within the defined locality and ensure that close communication and customer feedback systems are developed and used to develop future services within the area.

To ensure a cost effective approach to service provision, maintaining high standards of service delivery and working towards sustaining performance and quality systems.

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| **Duties and responsibilities** |

* Support the development of effective and efficient service delivery mechanisms for all customer contact within the service and to share best practice across the team, partners and wider organisation.
* Support the development of effective and efficient service delivery mechanisms for all customer contact within the local area and to share best practice across the team
* To be responsible for all face-to-face, telephone and digital contacts received within the customer contact centre and across all customer access points to ensure that all services are delivered within agreed target timescales.
* To ensure that the Council’s CRM system is fully utilised and identify areas of improvement / development in order to deliver cost effective, customer centric services.
* To promote a customer-orientated service and be aware of future service implications through developments in relevant service areas.
* To support the development of policies, practices, initiatives and procedures, specifically in respect of the Customer Services function in line with continuous improvement principles.
* To support the development of effective links, relationships and service level agreements with internal service managers in relation to the Customer Services function.
* To support the development and maintenance of quality systems, performance management models and continuous improvement targets within agreed financial budgets and regulations to ensure the provision of an effective service and achieve Value for Money.
* Support the implementation of effective information systems, including the development and delivery of effective training programmes and plans
* To support the development of an effective resource and demand management approach though the management, maintenance and development of the workforce planner role and associated systems.
* Assist in the development of appropriate policies and procedures and ensure the maintenance and development of information systems.
* To assist in the effective management and utilisation of staff, maintaining professional and operational standards and dealing with disciplinary matters, sickness absence and staff development/performance reviews, ensuring equality of opportunity at all times.
* 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.

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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 | * Degree qualification or equivalent in a relevant subject. | * Management Qualification * Evidence of continuous personal and professional development |
| Experience | * Minimum of two years management experience in customer service including a contact centre environment. * Experience of developing and managing a multi-functional customer centric service * Proven ability to manage a wide-ranging service * Proven ability to deliver and manage change * Proven ability to manage and motivate staff * Proven ability to manage projects * Proven ability to meet targets and identify efficiencies. * Proven ability to manage budgets and financial information. | * Experience of multi-agency and partnership working * Experience of working within a local government environment * Experience of working with elected members. |
| Skills & Knowledge | * Knowledge and understanding of local government issues. * Effective leadership / management skills together with ability influence others * 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 of quality awards and quality management systems |
| Personal Qualities | * Professional and personal integrity, discretion, awareness and sensitivity * An open and accessible management style * Strong commitment to the provision of quality customer focussed services * An ability to continuously develop and improve services. * Commitment to service excellence * Required to work outside of normal office hours * Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance). |  |