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| **Job Description** | |
| **Post title** | **Integrated Customer Service Team Manager** |
| **JE Reference No** | N10544 |
| **Grade** | 11 |
| **Service** | Resources |
| **Service Area** | Digital & Customer Services |
| **Reporting to** | The post holder will be accountable to a Customer Relations Manager. |
| **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** |

* To provide management and leadership to the activities of all activities linked to the Integrated Customer Services programme, including the customer feedback and investigation team.
* To manage the integration, harmonisation and identify opportunities for unitisation of first point of contact services across the council to improve the customer experience and deliver operational efficiencies.
* To manage the activities of the Customer feedback team, including the management of throughput and workflow, the fostering of appropriate guidance and advice to services involved in the feedback process, the management of performance, quality and service improvement data and customer feedback reporting.
* To work as part of a team and to provide colleagues in customer services and other service teams with the relevant support and assistance needed to further the integration of customer service.
* To assist the Customer Relations Manager in the delivery a strategic work programme to improve co-ordination, harmonisation and unitisation of first point of contact services.

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| **Duties and responsibilities** |

Listed below are the primary responsibilities this role

Post holder will provide support for functions and projects supported by the Customer Relations Team. Key activities are:

* + - Undertake duties on behalf of the Customer Relations Manager to further the aims of the integrated customer service ambitions within the Council.
    - Provide direct co-ordination and support for projects and change initiatives in the Integrated Customer Service programme, including customer feedback.
    - Contribute to the strategic development and planning for the service.
    - Contribute to the financial management & budgetary control for the programme.
    - Contribute to the development & maintenance of Performance Management Procedures.
    - Assist in developing, maintaining and co-coordinating quality systems and procedures.
    - Liaison with other sectors of the organisation and external partners and customers to ensure that the integrated customer service initiative and culture is understood and delivered.

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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 | * NVQ level 3 or equivalent demonstratable management experience in a customer service/project management environment. | * Further specific professional or vocational qualifications * Specific qualification in project planning eg PRINCE2 |
| Experience | * Experience of project planning * Experience of co-ordinating streams of work * Experience of working within a Customer Service environment * Experience of complaint handling/management | * Experience of using project planning software * Experience of working with the technical aspects of contact centre technology * Experience of working on change programmes * Experience of working in a complex project management environment and/or experience of public sector practices and policies are desirable. |
| Skills & Knowledge | * Knowledge of the operation working of a customer contact centre, access point and online transactions * Good organisational and administrative skills * Ability to communicate effectively, both orally and in writing * Ability to work with limited supervision * Ability to plan and organise work * Ability to work as part of a team * Ability to negotiate and influence | * Analytical skills and experience of integration. * Ability to work within a client environment * Knowledge of DCC policies and procedures |
| Personal Qualities | * 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. |  |