**Person Specification**

**Job title: Senior Customer Enabling Services Manager**

**Note to applicant - You should pay particular attention to the essential criteria below and provide evidence of how you consider you meet them as part of your application. Failure to do so may mean that you will not be shortlisted.**

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| **Essential Criteria** | **Method of Assessment** |
| **Experience** | Proven knowledge and substantial experience, in a senior role delivering efficient, effective and customer focused services in a complex environment, operating across a large organisation.  | Application/Interview |
| Substantial experience of successfully establishing and managing multifunctional teams, services, or projects in a fast-paced complex environment.  | Application/Interview |
| Evidence of success in establishing new ways of working and shifts in culture, including customer and performance focus, and continuous service improvement.  | Application/Interview |
| Experienced in influencing and negotiating effectively and confidently with a wide range of internal and external audiences including at a senior management level. | Application/Interview |
| **Skills, Knowledge, Ability (including ability** **to develop knowledge,** **skill or experience)** | Outstanding senior manager who thrives on change, with the ability to get things done, balancing this with supporting people through change. | Application/Interview |
| A customer services professional with demonstrable experience of delivering high performing and customer focused services. | Application/Interview |
| Strong interpersonal skills including negotiating, influencing, collaborating, motivating, mentoring, coaching, and team building. | Application/Interview |
|  | To be a visible and highly self-motivated manager, with the ability to adapt quickly to refocus priorities and resources in line with business need whilst working at pace. | Application/Interview |
|  | Skilled communicator with excellent written and verbal communication skills demonstrating the ability to understand, compile and translate complex information to inform and influence decisions and communicate effectively to a range of audiences. | Application/Interview |
|  | Excellent problem-solving skills, a high degree of strategic and political awareness and a willingness to challenge as well as supporting colleagues to deliver improvements.  | Application/Interview |
|  | Proficient analytical, planning, and organisational skills with an ability to lead service projects and oversee separate business priorities and resource, with competing demands to deliver outcomes. | Application/Interview |
| **Work Related Circumstances/****Values of the Council** | Commitment to Equal Opportunities. | Interview |
| Compliance with health and safety rules, regulations, and legislation. | Interview |
| Committed to acting corporately and collaboratively by complying with the Councils values of:* We innovate
* We enable
* We respect
 | Interview |
| The requirement to work out of hours.  | Interview |
| Ability to meet the travel requirements of the role. | Interview |
|  | Deputise for the Strategic Customer Enabling Services Lead. | Interview |

**Author**: Wendy Anderson

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