**Job Description**

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| **Job title** | Senior Customer Enabling Services Manager  |
| **Grade** | Grade 10 |
| **Service/Team** | Smart Cities & Enabling Services / Customer Enabling Services (CES) |
| **Responsible to** | Strategic Customer Enabling Services Lead  |
| **Responsible for staff/equipment**  | Deputise for the Strategic Customer Enabling Services Lead to ensure business continuity  |
| **Main purpose of job**  | Contribute towards the leadership and coordination of the successful delivery of the Customer Enabling Service (CES), a revised front door for the Council incorporating the external Customer Service Network and the internal Corporate Support Service, driving priorities for improved ways of working and benefit realisation across the service. |
| **Key responsibilities**  | 1. Responsible for delivering the required change agenda to successfully merge these two key service areas, coordinating, and realising synergies to deliver improved high-quality services to customers and internal colleagues.
2. Responsible for ensuring the combined service achieves its purpose aligned with the organisations operating model and the future council’s direction of travel.
3. Assist in delivery and continuous development of the Service Plan, initiating innovative ways of working to ensure the team remains client-driven and forward thinking.
4. Responsible for service reporting and overall service governance arrangements ensuring stakeholder expectations are managed appropriately and objectives are achieved.
5. Provide specialist advice and expertise to a wide range of stakeholders, on CES deliverables and support, including project delivery.
6. Assist in developing strong and influential networks and partnerships that drive forward innovation and improvement, internally and externally.
7. Work closely with CES Operational Managers and staff by providing specialist advice and expertise including the necessary support with complex issues and operational changes to ensure individuals maximise their contribution.
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| **Key tasks** | 1. Work closely with the Strategic Customer Enabling Services Lead to define and deliver the vision for CES.
2. Take a lead on cross cutting service delivery, providing option appraisals and efficiency planning.
3. Take a lead in effective resource management and quality assurance planning.
4. Manage key service projects in line with the Transformation Project Team and their strategic priorities.
5. Collaborate with senior managers to establish effective high-quality customer service.
6. Ensure all key success measures and performance outcomes are achieved.
7. Promote and drive efficient ways of working including maximising opportunities for cross functional approaches.
8. Lead stakeholder engagement activities to support Joint Working Protocols/ SLEs to ensure effective and positive relationship management.
9. Ensure focus is on continuous development and improvement.
10. Drive forward a culture of continuous learning for managers in line with ‘Leading with Purpose’ skills and behaviours.
11. Deputise for the Strategic Customer Enabling Services Lead.
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| **Other duties/specific policies e.g., DBS** | 1. The post holder must perform their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct, and all other Council Policies.
2. The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.
3. The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.
4. To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information and respect the privacy of personal information held by the Council.
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**Author**: Wendy Anderson

**Date:** 12 February 2024

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