Customer Service Supervisor

GRADE 7

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes

Everyone in Staffordshire will:

* Have access to more good jobs and share the benefit of economic growth
* Be healthier and more independent for longer
* Feel safer, happier, and more supported in their community

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens
* Courageous – We recognise our challenges and are prepared to make   
  courageous decisions
* Empowering – We empower and support our people by giving them   
  the opportunity to do their jobs well.

About the Service

We are a people business – excellent customer insight and experience needs to be at the heart of everything we do. Customers today have high expectations; their experience of using council services should not be second rate. We aim to meet customer needs by giving consistent information, advice and support at their convenience. Our customer model is built on the following principles

* A service that offers ease of access and intuitive navigation
* Consistent and high quality contact management
* A service driven by customer insight and demand analysis
* A service that is delivered through appropriate delivery channels
* A service which has resilience and scale
* A service that is efficiently delivered

Contribute to the effective and efficient running of the Customer Service Centre Team by providing a seamless service to our Customers and positively contributing to the image of Staffordshire County Council. We ensure a common approach across all access channels and deliver a consistent high quality standard throughout Customer Services.

Reporting Relationships

Responsible to: Customer Service Team Leader

**Statement of Purpose**

* Provide the first point of contact for customer enquiries into Staffordshire County Council, and handle these in an appropriate and customer focused way via a range of access channels (telephone, text, email, written and face to face). Ensuring 90% of enquiries are answered at first contact with the customer
* Ensure that customer interactions are dealt with efficiently and appropriately and where appropriate resolved at first contact or signposted to the appropriate service to the satisfaction of the customer and within Staffordshire County Council policies and procedures. Where necessary liaise with colleagues, and escalate to more senior members of staff and other departments in order to resolve customer enquiries
* To resolve complaints, including those of a more complex nature, which are within the scope of the post’s responsibility and adhering to the Corporate Complaints Procedure and where necessary, escalating to more senior members of staff and other departments.
* Communicate effectively within the team, and with other teams and across Staffordshire County Council.
* Acquire, maintain and apply a thorough knowledge of all service areas delivered by the Customer Services team in order to respond effectively to enquiries from customers, colleagues and stakeholders.
* Identify when customer contact needs to be escalated to senior members of staff and ensure the handover is carried out smoothly and effectively.
* Ensure adherence to the requirements under the Data Protection Act and comply with measures to protect the confidentiality of information in accordance with Council policies and procedures.
* Record all initial customer contacts and requests for services, bookings, appointments, referrals etc, using CRM and other I.T. systems.
* Complete administrative duties, responding to customers via email, text, letter, sending out application forms and carrying out call-backs.
* Provide support, coaching and mentoring to members of the team and provide cover as directed
* Provide formal training on systems and procedures
* Facilitate training and induction of new employees
* Assist in implementation of new services into the Customer Service Centre
* Act as liaison officer with Service Areas in Staffordshire County Council
* Supervise Customer Service Advisors, conduct one to one meetings and the return to work interviews and supervise daily work tasks
* Contribute ideas and suggestions to the development, documentation and use of the systems and procedures to ensure the efficient operation of the team and enhance the effectiveness of performance and customer service.
* Provide cover for the on-call service
* Comply with health and safety responsibilities contained within this role, as outlined in the Directorate’s Health and Safety Manual.
* Deliver the County Council’s Equality for all Policy relevant to the area of work.
* Undertake further training as and when required.
* Operate within Staffordshire County Council’s and team policies, regulations and procedures in relation to all activities.
* To undertake such other duties as may be allocated from time to time in accordance with the general nature and grading of the post.

**Professional Accountabilities**

Additionally, the post holder is required to contribute to the achievement of the Council, Directorates, Strategic HR and individual objectives through:

**Financial Management**

* Personally accountable for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service area.

**People Management**

* Participation and contribution in the Personal Performance Review process.

**Equalities**

* Ensure that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

* Delivering energy conservation practices in line with the County Council’s corporate climate change strategy.

**Health and Safety**

* Ensure a work environment that protects people’s health and safety and that promotes welfare and which is in accordance with the County Council Health & Safety policy.

**Safeguarding**

* To be committed to safe guarding and promoting the welfare of children and young people/vulnerable adults.

The content of this job description and person specification will be reviewed on an annual basis in line with the Directorates training and development review policy.

**Person Specification** A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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|  | FACTORS | **MEASURED BY** |
| Logo  Description automatically generated | QualificationsGCSE level or equivalent  * NVQ Level 3 in Supervision or equivalent or a minimum of 2 years experience in a supervisory role that may be deemed to have brought the post holder to a comparable level of attainment. * NVQ Level 3 in Customer Service or equivalent or a minimum of 2 years’ experience in a supervisory role that may be deemed to have brought the post holder to a comparable level of attainment. | A  A  A |
| Logo  Description automatically generated  Logo  Description automatically generated  Logo  Description automatically generated  Logo  Description automatically generated | **Knowledge & Experience**   * Minimum 2 years demonstrable experience of a Supervisory Role * Considerable experience of working in a Contact Centre environment * Ability to understand and follow policies and procedures and work within agreed guidelines * Effective communication skills * Ability to present and deliver information to varying audiences * Experience in dealing with members of the public and attention to Customer Care * Flexibility to cope with varying deadlines * Experience of working in a multi team environment * IT Literate with proven ability Microsoft products and CRM systems * Ability to work as part of a team * Experience of coaching and supporting others * Proven experience of working in a busy demanding environment * Ability to get on with people and deal with and diffuse difficult and emotive situations calmly | A  A  I  I  I  I  A,I  A,1  I  I  A,I  A,I  I |
|  | Skills  * Enthusiastic approach, particularly in relation to the development of skills, and willingness to undertake additional training as required * Enthusiastic about providing excellent customer services and making a difference to customers and meeting their needs * Excellent interpersonal and communication skills at all levels including internal and external customers * Self-motivated and ability to work under own initiative and provide * Ability to adapt and promote change in a fast paced environment * Enthusiastic and professional attitude and image * Positive attitude | A,I |

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If a disabled person meets the criteria indicated by the ‘Two Ticks’ symbol and provides evidence of this on their application form they will be guaranteed an interview.

We are proud to display the **Two Ticks Symbol,** whichis a recognition given by Jobcentre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention and career development of disabled people.

**Behavioural Attributes – Level 1**

*In addition to the qualifications, knowledge, experience and skills identified above, the following will be assessed through interview:*

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**Customer – Think Customer**

* Coaches and empowers team members to take responsibility for customer issues
* Manages customer expectations; understands these cannot always be met and keeps the

customer informed

* Builds personal relationships with customers through regular contact and consultation
* Encourages team to meet (or exceed) customer service levels

**Strategic – Thinking about the future**

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* Helps colleagues and team to make sense of priorities and plans
* Proactively seeks opportunities to increase job knowledge and understanding
* Brings best practice to the attention of the department; encourages sharing of new ideas
* Accepts, supports and quickly implements changes that have been agreed
* Prepares others to respond effectively to changing circumstances by positively communicating the reasons and benefits for change

Icon

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* Coaches and empowers others, ensuring people feel capable and valued
* Values the diversity of individuals, adapts leadership style to meet their needs and the situation
* Keeps people up to date with information, makes communication clear and accessible
* Works with others to reach consensus and resolve differences of opinion or conflict
* Presents own and team ideas to inform decision making

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Description automatically generated with low confidence**Delivering – Own your part in delivering results**

* Clearly understands own role responsibilities
* Performs responsibilities with minimal supervision and within agreed deadlines
* Takes responsibility for own and team actions
* Identifies and overcomes barriers and manages risks
* Takes the initiative, through quick and effective action
* Implements plans in a focused way

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* Builds a strong team ethos in which everyone feels valued
* Spends time with people to understand their needs and support them effectively
* Takes action to overcome conflicts, accounting for people’s differences
* Uses informal networks in the organisation to gain support and get things done

**People – Being the best you can**

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  Description automatically generatedUtilises the skills and diversity of all team members and colleagues
* Recognises the team and individual contributions
* Provides timely, sensitive and honest feedback on performance
* Takes accountability for own development
* Encourages the team to be responsible for their development needs

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting the **HRSSC Recruitment Team on 01785 276480**