Customer Services Team Leader

Grade 08

Our Vision

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

Our Outcomes

We want everyone in Staffordshire to:

* Have access to more good jobs and share the benefit of economic growth
* Live in thriving and sustainable communities
* Be healthier and more independent for longer

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, flourish and contribute to our ambitious plans. Our values are at the heart of 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

Our vision is to improve and modernise our service so that we can deliver a high standard of customer service to our residents.

People helping people is at the heart of what we do, and we will aim to support out residents to help themselves and one another to improve our community and act on the things that matter most to them.

Technology and digital communications are changing every aspect of how we live our lives. The digital age presents an exciting opportunity to transform what we do and how we do it.

We will transform the relationship between residents and their Council - putting more power in their hands and be more responsive to their needs. We aim to help residents do the things they need to do as simply as possible.

Reporting Relationships

Responsible to: Contact Centre Manager

Responsible for: Customer Service Supervisors

Key Accountabilities:

1. Regularly review and improve the service being delivered to ensure it adapts to customer needs, is fit for purpose, provides best value to the customer, and exceeds customer expectations.
2. Work in collaboration with management team to monitor and manage the budget allocated to the business area.
3. Capture, analyse and provide relevant Customer Service Management Information and report on Team performance against business plan.
4. Take a lead on the development of new procedures and techniques to improve the efficiency and effectiveness of the service.
5. Assist the Customer Service Manager and Head of Service to continually improve and innovate the service to add value, manage fluctuations in demand and resources, and contribute to the development of the business plan.
6. Recruit, manage, and motivate all members of the Customer Service Team by providing appropriate direction, support and training to encourage the development of knowledge, skills and abilities.
7. Be responsible for identifying training and development needs across Customer Service.
8. Develop strong working relationships and work in partnership with customers (including senior management) throughout the organisation served by the Customer Service Team, to ensure the Customer Service Team deliver a cohesive, efficient and professional service.
9. Assist Senior Management to modernize and enhance the service by coordinating and undertaking information gathering and analysis activities, with individuals and groups, across the service.
10. To represent and explain to others the views and decisions of the Member / Executive accurately and promptly, ensuring key issues are identified and moved along in an effective and timely way.
11. Carry out specific research projects as required and directed by the Customer Service Manager. This may include liaising with other Local Authorities and dealing with all types of sensitive information.
12. Ensure that the Customer Service team works collaboratively with other Business Areas to maintain continuity and quality of support to any customers of Customer Services, and to ensure activities are integrated, coordinated and in-line with the constitution.
13. Regularly review and improve the performance of staff to ensure they adapt and develop to exceed customer needs and expectations and provide best value to the customer.
14. Ensure Health & Safety duties are undertaken as required by the Health & Safety plan

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring 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 Council’s climate change strategy.

**Health and Safety**

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

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident**  **Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership**  Possess a Management qualification (NVQ Level 4) or demonstrable equivalent experience | A |
| **employer_small**  **employer_smallemployer_small** | **Knowledge and Experience**  Minimum of three years’ experience of directly managing staff and staff development, including staff with complex workloads and conflicting demands  Awareness, knowledge and understanding of the support required at a senior level, to both officers and members, and the roles and responsibilities of senior managers and elected members.  Proven financial and budget monitoring skills, with the ability to resolve problems/situations personally, or make recommendations on actions required.  Demonstrable understanding of a full range of relevant policies, procedures and processes within Local Government or other complex organisational settings  Evident ability to collate and interpret information from a range of sources and assimilate large amounts of data into accurate reports  Clear ability to bring an innovative approach to problem solving, service improvement, and transformation  Proven capacity to absorb a variety of information quickly, re-interpret and react as necessary  Demonstrable planning and organisational skills with an eye for detail  Excellent interpersonal and communication skills including high level negotiation and influencing skills.  Comprehensive knowledge and experience of using a broad range of software applications, including Microsoft applications and telephony platforms | A & I  A/I  A  A  I  I  I  A/I  I  I |
| **employer_smallemployer_small** | **Skills**  *This post is designated as a casual car user:*  Loyal, reliable, discrete & confidential  Desire to work corporately, recognise responsibilities which cross strategic and operational boundaries  Ability to lead and motivate a team and to work effectively as part of a team  Professional and customer focused approach to work  Ability to challenge at all levels and enquire whilst maintaining effective relationships and personal integrity  Effective interpersonal & communication skills to work in collaboration with a diverse customer base  Flexible and able to adapt to change and achieve continuous improvement  Enthusiastic with a high level of personal drive and tenacity  A commitment to continuous personal & professional development | **Skills**  I  A/IDASDASSDSD  A/I  I  ISDSDSDSDSDS  ADJDJDDJDJDJD  A  A  A/I |

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If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting

Talent & Resourcing Team 01785 278300