

Job Description and Person Specification

Organisational Support Lead

Job Details	
Grade	G10
Service	Customer Services
Location	Citywide
Job Evaluation Code	W0208W

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose

- To lead on the delivery and development of an organisational support strategy aligned to the Customer Service agenda – modernising and streamlining administration approaches for efficiency.
- To lead on the development and uptake of automated processes to improve the services offered to both internal and external customers.
- To commercialise the Digital Print & Mail service through the creation of an appealing customer offer with saleable products capable of supporting individuals and businesses.
- To work with commercial partners and colleagues across the organisation and to ensure that service delivery continues to evolve and improve in line with identified best practice (including pricing), emerging technology, and analysis of data/trends.
- To work with Directors and other stakeholders to manage and evolve the organisations Executive Support function ensuring senior colleagues receive the support necessary to be effective within their roles.

Main Duties & Key Accountabilities

- Work with colleagues, suppliers, stakeholders, and enablers to determine and deliver appropriate solutions that meet the organisations strategic aims and ambitions regarding the delivery of services. Consideration to be given to (for example):
- The creation and representation of organisational brand
 - Commercial partnerships management to achieve cost efficiencies and underpin a quality service
 - Resourcing models
 - Approach to promoting self-serve and providing people with the skills and confidence to utilise digital systems
- Ensure that reporting mechanisms and performance management routines are in place across the service area (including administrative teams' throughput and quality, ESO quality determined through surveys and formal stakeholder management, DP&M quality, and turnaround timescales) at every level to achieve agreed service standards in the most efficient and effective way possible.
- Utilise available data and analysis to understand service flows/resource requirements and to identify sales preferences/opportunities to promote DP&M services to increase profit margins.
- Engage and collaborate with all Customer Service Leads to deliver the COVENTRY CONNECTS strategy throughout the organisation.
- Collaborate with Resident Experience to utilise service user and colleague experience feedback to drive continuous improvement of resident services.
- Collaborate with Resident Experience in relation to recruitment activity, improving performance, training, and induction requests (bespoke and standard) and developing people.
- In conjunction with other team members, responsible for the development and maintenance of services that enable support to be given to individuals from all sections of the community, regardless of race, gender, sexual orientation, disability, or belief.
- Responsible for ensuring that constructive relationships are developed and maintained with Councillors. Write and, where appropriate, present reports to Cabinet Member, Scrutiny and Cabinet.
- Devise communication/promotional plans and materials aligned to performance and channel shift to raise awareness, encourage the recognition of digital opportunity, and raise the organisations profile regionally and nationally through presenting at events and progressing award applications.
- Manage the training and support for service users, elected members where appropriate and colleagues to educate, upskill, enable understanding and to adopt digital channels to progress requests for council services.

- Ensure effective controls and measures are in place to meet the expectations of PCIDSS, GDPR etc. and to adhere to financial management routines in the handling of large sums of money (kiosks, travel cards, Community Support delivery, funds given to young people etc.)
- Deputise for the Head of Customer Service when required.
- Any other duties and responsibilities within the range of the salary grade

Key Relationships

External:	Service/systems providers	Internal:	Elected Members Senior stakeholders Direct reports Trades Unions
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Standard Information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for

N/A

Person Specification

Requirements

Knowledge	Current issues and priorities facing the Local Government and an understanding of Local Authority decision-making processes.
Knowledge	The concepts, practices, and procedures of programme/project management necessary to progress process and cultural change
Knowledge	The principles of sound financial management, budgetary processes, and controls
Knowledge	The establishment of costing models and marketing awareness to drive profitability
Knowledge	How to establish effective relationships at all levels to gain the trust and credibility necessary to drive major change projects
Knowledge	How people respond to and require support through organisational change
Knowledge	How to utilise data to inform service design and measure the impact of change
Skills And Ability	Ability to promote service opportunities to external organisations selling the products available and identifying of complimentary packages of services at a competitive pricing point
Skills And Ability	Able to think outside of the box and approach all services/programmes and projects with the open mindedness necessary to address the potential frustration of internal hurdles/blockers. Use very highly developed persuasive skills to negotiate change.
Skills And Ability	Able to challenge and motivate the organisation to think creatively about alternative ways to deliver more efficient outcomes
Skills And Ability	Demonstrates the confidence and expert knowledge necessary to positively engage with stakeholders to influence digital decision making
Skills And Ability	Ability to organise and manage the people and resources necessary to ensure that One Coventry priorities are met
Skills And Ability	Ability to promote and nurture the positive relationships necessary at every level of the organisation to gain commitment to the use of technology across services and, at an individual level, to embrace the use of technology in their day-to-day work
Skills And Ability	Able to influence external stakeholders, contractors/providers, and suppliers to adapt to different ways of working with the City Council
Skills And Ability	Able to quickly grasp technical solutions that will facilitate a contextual understanding of ideas/innovations proposed

Skills And Ability	Ability to collaborate with a wide range of organisations and people with different skill sets, developing a knowledge network inside and outside of the organisation
Skills And Ability	Able to communicate with conviction and confidence both verbally, on a one-to-one basis and within a group/presentation setting and in writing
Skills And Ability	Manage business change in an inclusive, supportive, and motivational way with compassion and consideration for those who find the change in organisational direction more challenging
Skills And Ability	Accurately assess risk and identify mechanisms to manage them in the most appropriate way
Skills And Ability	Organise and manage a complex work programme
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Skills And Ability	Ability to influence service developments in areas for which the post holder has no direct management accountability
Skills And Ability	Able to determine long term strategy and create complimentary plans to realise the organisational objectives
Experience	Managing at a senior level, influencing decision making and driving cultural change
Experience	Developing strategy capable of traversing traditional organisational boundaries to gain the support, practical assistance, and funding necessary to bring to life creative technological solutions
Experience	Driving digital change from idea/concept stage, through procurement/build to implementation and benefits realisation
Experience	Managing technical contracts and relationships, from initial procurement and throughout life cycle
Experience	Identifying opportunities to renew and update technology to increase commercial capacity and efficiency as well as negotiating better deals and service for the organisation
Experience	Achieving increased self-service through product procurement/design and delivery, marketing and communications, training, and support
Experience	Matrix management, bringing together multi-disciplinary teams to drive organisational change and deliver specified outcomes
Experience	Leading people and large teams; creating the conditions necessary for them to thrive and contribute/perform to their best and at the same time addressing concerns through honest engagement and performance management processes if necessary

Experience	Implementing programmes of change with the need to support colleagues to adapt to new ways of working focussing on an increased use of technology
Qualification	Degree in one of the following disciplines: <ul style="list-style-type: none"> • Business/Programme Management • Public Sector Management • Marketing
Qualification	Evidence of ongoing personal development and commitment to learning.
Special Requirements	This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.

Declaration			
Reviewed/Created By:			
Job Title:	Operational Support Lead	Date:	