



Coventry City Council

Job Description

Job Title:	Customer Services Team Manager	Job Number:	P1580D
Service:	ICT, Transformation and Customer Services	Grade:	6
Location:	Anywhere across the city		

Job Purpose:

1. Work as part of a team to ensure that the Customer Services function delivers the organisational vision for service delivery
2. Drive change and continual improvement to ensure the achievement of performance objectives
3. Provide vision, direction and leadership for direct reports to promote a culture where the customer is at the heart of everything it does
4. Undertake day to day management of direct reports to ensure the business is as effective and efficient as possible

Main Duties and Responsibilities:

1. Demonstrate effective leadership

Through displaying integrity and role modelling of appropriate behaviours and practices setting an example for the team as a whole

Motivating direct reports through the provision of coaching, regular feedback, career planning and support

Inspire and support direct reports to provide excellent customer service to the public and colleagues

Actively promote a positive, forward looking, results orientated and customer focused culture

Demonstrate personal commitment to delivering corporate messages and associated changes

Engage individuals in initiatives that recognise their skills and capabilities supporting them to cross traditional role boundaries to achieve positive outcomes

Instil pride within the customer service function and ensure that the team has a clear sense of purpose

2. Focus on performance

Assist the customer service management team to determine appropriate measures of performance, both quantitative and qualitative, reflecting process, channel, service, delivery and customer experience as appropriate.

Implement and adhere to appropriate routines to ensure that all elements of the service are managed to achieve optimum performance

Challenge practices or issues that directly affect the performance that is delivered to the customer

Set clearly defined objectives and targets supported by appropriate training

Manage team members to achieve business requirements

Engage with building users and customers as necessary to ensure effective delivery of service

Manage conflicting and competing priorities effectively, with resilience to keep management performance on track during periods of uncertainty and change

Maintain a professional focus in managing all aspects of the business underpinned by effective planning routines

3. Establish effective relationships

To support work with service managers to build, maintain and promote effective working relationships

Engage with peers to deliver successful solutions and management routines ensuring a consistent approach to managing people, processes and services

Offer support, guidance and positive engagement to all members of the team irrespective of roles and responsibilities

4. Maintain a focus on change and continuous improvement

Drive improvements to the service offer, to the customer, to derive maximum value

Encourage feedback on service delivery from team members, colleagues and customers and embed routines to review comments and facilitate change

See mistakes as an opportunity to learn and make progress at a business and individual level, managing complaints/escalated contacts to conclusion as appropriate

Engage with corporate training provision to ensure that the needs of the team are appropriately supported

Demonstrate self-awareness in understand own strengths & weaknesses and explore opportunities to learn and improve

5. Support the Customer Service agenda across the organisation

Take a customer view in considering new initiatives

Support in the implementation of strategies to support organisational change

Engage in corporate initiatives and projects to ensure that customers are at the heart of organisational thinking

Engage positively with customers where appropriate to facilitate the best outcome possible acknowledging organisational constraints where they exist

Deputise for the Customer Services Manager & for fellow Customer Services Team Managers.

Undertake the duties of reporting roles as required

To act as designated first aider and fire marshal

Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for: Teams comprising of Customer Service Advisors Level 1 and Level 2, CS Meet & Greet, CS Support Officers Level 1, 2 and 3, Customer Services Administrative Assistants, Customer Services Apprentices, Digital Print & Mail Team Leader

Responsible to: Customer Services Manager

Date Reviewed:

Updated: October 2020



Coventry City Council

Person Specification

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Service:	ICT, Transformation and Customer Services	Grade:	6
Location:	Anywhere in the city		

Area	Description
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Knowledge:	An understanding of best practice in relation to customer service centres and their infrastructures or administration teams and their functions
	Excellent working knowledge of customer care and administration functions
	Knowledge of equal opportunities and diversity
	Understanding of performance management techniques and measures
	How to lead and motivate staff in a customer service or administrative environment

Skills and Abilities:	Ability to drive high standards
	Be creative to seek out and introduce best practice
	Build effective relationships and resolve conflict
	Supportive and empathetic
	Accomplished analytical & decision making skills
	Excellent verbal & written communication, including report writing
	Adept at communicating with ease at all levels
	Excellent people leadership skills in relation to motivation, development and delivery
	Proven negotiating, mentoring and coaching skills strong influencing skills
	Able to build collaborative relationships with others, challenge organisational behaviours, facilitate working across teams, functions or services to create a 'One Coventry' operational culture
	Ability to challenge assumptions
	Ability to contribute towards the strategic planning of the Section
	Self-management skills, to enable workload organisation, prioritisation and implementation, with minimum supervision
	A systematic, methodical and accurate approach to work
	Ability to call monitor, assess the output and provide relevant feedback on areas for improvements



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Experience:	Substantial experience of effectively performance managing a diverse workforce & responding to diverse communities and needs
	Evidence of extensive continual personal development
	Managing the delivery of high performance through people
	A proven ability in analysis and problem solving, gathering data and facts to make cost effective value adding decisions
	Proven experience of managing resources
	Substantial experience of working in a customer service environment or a large scale administration environment
	A track record of developing & implementing continuous improvement in service delivery
	Evidence of coaching within a customer service or administrative setting

Educational:	Relevant experience
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Special Requirements:	
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Date Reviewed:

Updated: October 2020