

Job Description and Person Specification

Customer Service Coach

Job Details	
Grade	Customer Service Coach
Service	5
Location	City Wide
Job Evaluation Code	P1581D

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
<ul style="list-style-type: none"> • Work as part of a team to ensure that the Customer Services function delivers the organisational vision for service delivery • Train, coach and support individuals to drive change and continual improvement to ensure the achievement of performance objectives • Provide vision, direction and leadership for the Customer Service Teams to promote a culture where the customer is at the heart of everything it does • Undertake training and coaching of Customer Service Teams and individuals to ensure the business is as effective and efficient as possible



Main Duties & Key Accountabilities

- Demonstrate effective leadership
- Through displaying integrity and role modelling of appropriate behaviours and practices setting an example for the team as a whole
- Motivating customer service teams through the provision of coaching and the delivery of service specific training
- Inspire and support customer service teams to provide excellent customer service to the public and colleagues through quality coaching
- Mentor new staff during the transition from learning to service delivery
- 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

- Focus on performance
- Contribute to the improvement of customer service through effective coaching and training delivery
- Challenge practices or issues that directly affect the performance that is delivered to the customer
- Support in the delivery of clearly defined objectives and appropriate targets through coaching
- Manage conflicting and competing priorities effectively, with resilience to keep management performance on track during periods of uncertainty and change

- Establish effective relationships
- To work with customer service managers and team leaders to understand the coaching requirements of the customer service function
- Offer support, guidance and positive engagement to all members of the team irrespective of roles and responsibilities

- Maintain a focus on change and continuous improvement
- Drive service improvements through the provision of coaching and training to progress the service offer to the customer
- Use feedback on customer service from the public and colleagues to inform service improvement initiatives and coaching requirement
- 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 the transition from training to coaching is seamless
- Demonstrate self-awareness in understand own strengths & weaknesses and explore opportunities to learn and improve

- 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
- Provide customer service coaching expertise to colleagues across the organisation
- Undertake the duties of a Customer Service Advisor during periods of increased customer contact
- Any other duties and responsibilities within the range of the salary grade.

Key Relationships

External:	Residents	Internal:	Customer Services Managers & Team Managers Service Areas
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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

Working in a customer service environment

Knowledge	An awareness of and commitment to customer care.
Knowledge	Knowledge of equal opportunities and diversity
Knowledge	Understanding of performance management techniques and measures
Knowledge	Communication skills to be able to establish effective working relationships within the team and with customers
Knowledge	How to lead and motivate staff in a customer service environment
Skills And Ability	Ability to drive high standards
Skills And Ability	Be creative to seek out and introduce best practice
Skills And Ability	Develop and promote customer focused solutions
Skills And Ability	Build effective relationships and resolve conflict
Skills And Ability	Supportive and empathetic
Skills And Ability	Ability to provide one to one coaching
Skills And Ability	Adept at communicating with ease at all levels
Skills And Ability	Excellent people leadership skills in relation to motivation, development and delivery
Skills And Ability	Proven negotiating, mentoring and coaching skills strong influencing skills
Skills And Ability	Able to build collaborative relationships with others, challenge organisational behaviours, facilitate working across teams, functions or services to create a 'boundaryless' operational culture
Skills And Ability	Ability to challenge assumptions
Skills And Ability	Ability to contribute towards the strategic planning of the Section
Skills And Ability	Self-management skills, to enable workload organisation, prioritisation and implementation, with minimum supervision
Skills And Ability	A systematic, methodical and accurate approach to work
Skills And Ability	Ability to continuously learn new processes and develop appropriate skills
Skills And Ability	Ability to call monitor, assess the output and provide relevant feedback on areas for improvements
Qualification	Identifying coaching needs and assessing performance and rolling out actions to address these
Qualification	Evidence of coaching within a customer service setting
Qualification	Evidence of extensive continual personal development

Qualification	Managing the delivery of high performance through people
Qualification	Working in a customer service environment
Special Requirements	Relevant Experience

Declaration			
Reviewed/Created By:			
Job Title:	Customer Service Coach	Date:	May 2019