

Job Description and Person Specification



Job Description

Job Title	Resident Experience Lead
Grade	SM2
Service	Housing & Transformation
Reports to	Head of Service
Location	City Wide
Job Evaluation Code	W0207W



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: 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:



About the Service your team will provide

Purpose of the role / Output

1. Creating and leading the 'Voice of the Customer' initiative on behalf of the organisation, capturing, and responding to the views of service users, taking action to correct situations to the customers advantage (where feasible) and driving a programme of change based on the users' insight.
2. Testing the user experience using mystery shopping, quality assurance assessments, and the production of service-based performance data. Addressing any concerns with stakeholders across the organisation and highlighting/celebrating exceptional service delivery.
3. Manage the organisational complaints service and associated policies (including vexatious complainants and Potentially Violent People register) ensuring compliance with standards, reporting, liaising with the ombudsman and training of independent investigators.
4. Undertake reporting across Customer Services to highlight compliance issues, report at a corporate level to members and senior officers on performance and promote the service organisationally and on a regional/national level (areas of risk, health & safety, organisational performance measures including corporate plan).
5. Leading on employee attraction, succession planning, training (including e-training creation), retention and recognition across Customer Services. Working with colleagues in Human Resources and Organisational Design to advance practices in this area and to pilot new initiatives.

Main Duties & Key Accountabilities

Core Knowledge

1. Identify and develop a positive and compelling vision for the future. Demonstrate a strategic long-term perspective (5-10 years) and vision for services, adjusting as appropriate and at regular intervals.
2. Determine the direction of the service based on organisational aspirations. Identify structures to deliver effective change and articulates a compelling vision of the required change.
3. Lead and deliver the 'Voice of the Customer' initiative on behalf of the organisation; engaging and agreeing with services to deliver a programme of change based on user insight.
4. Actively engage with communities to understand their requirements and to test design and provision prior to implementation of services.
5. Drive the use of user insight to commission customer journey mapping and improvement activity – collaborating with stakeholders, services and Leads across the organisation to determine end to end service offers.

6. Lead the revised approach to Complaints Management, bringing together the People and Place functions into a single reporting structure and developing the links between this and the VOC initiative.
7. On behalf of the organisation review and maintain the Potentially Violent Customer approach, updating supporting processes, systems, policies, and procedures and incorporating approaches for managing vexatious customers.
8. Lead the service to achieve (and maintain) a professional customer service accreditation and the accompanying training – identifying suitable programs and workstreams to deliver for our people and to residents. Identify and manage National Customer Service Award applications on behalf of the organisation.
9. Develop the appropriate targets and measures for the service area to be reported locally through the intranet and organisationally to senior managers and elected members.
10. Manage the intranet presence and SharePoint sites for Customer Services.
11. Foster positive relationships beyond service and organisational boundaries to create effective partnerships.
12. Develop performance reporting approach to ensure continuous improvement and sharing of good practice – establish performance boards on behalf of Head of Customer Services for each workstream.
13. Drive the establishing of coaching, quality, and mystery shopping services to assess the effectiveness of service delivery and highlight opportunities for improvement.
14. Develop recruitment activities to attract and deploy talented individuals. Undertake talent-mapping exercises to maintain a focus on succession planning and recognition.
15. Benchmark organisational activity against own and other sectors. Identifies learning and improvement opportunities and highlights achievements, celebrating success and promoting organisational capability. Recognise, reward, and celebrate the achievements of others – develop initiatives to celebrate success across the service.
16. Manage resource schedules and coordination, ensure regular reviews of IVR for customer services.
17. Understand how your role and the activities that you undertake contribute to the team and service objectives. Work to achieve personal and team performance objectives. Demonstrates ONECOV behaviours.
18. Deputise for Head of Customer Service when required.
19. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Voluntary sector partners Residents Services/systems providers	Elected Members Senior stakeholders Direct reports Trades Unions

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.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

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Knowledge	
Current issues and priorities facing the Local Government and an understanding of Local Authority decision-making processes	
The concepts, practices, and procedures of programme/project management necessary to progress digital and cultural change	
The principles of sound financial management, budgetary processes, and controls	
How to establish effective relationships at all levels to gain the trust and credibility necessary to drive major change projects	
How people respond to and require support through organisational change	
How to utilise data to inform service design and measure the impact of change	
Customer Experience models and principles in large organisations	
Skills and Abilities	
Ability to identify and develop a positive and compelling vision for the future. Demonstrating a strategic long-term perspective (5-10 years) and vision for services, adjusting as appropriate and at regular intervals	
Able to develop a progressive value-based culture throughout the service area and beyond	
Able to work across organisational boundaries at a senior level to encourage organisational and individual responsibility towards the community and the environment	
Balances and addresses multiple, often competing issues involving high levels of complexity	
Able to make decisions in the absence of guidance or previous experience considering organisational, service, and individual impact	
Able to assess risk and apply logic which can be shared at a later point to provide insight and the rationale for taking a particular course of action	
Acts under own direction to determine initiatives and mobilise resources to achieve organisational objectives	
Expresses opinions, information and key points of an argument clearly and professionally managing challenge in a constructive way	
Set clearly defined objectives for self and others; able to monitor performance against deadlines and milestones	
Ability to maintain strategic awareness of planned programme of work over the course of the coming year and understand activity dependencies	
Own messages and takes responsibility for responding to questions and concerns	

Makes rational judgements and assumptions from the available information, interpreting it to shape service design and determine strategic direction
Experience
Significant experience of matrix management, bringing together multi-disciplinary teams to drive organisational change and deliver specified outcomes
Driving organisational change from idea/concept stage, through procurement/build to implementation and benefits realisation
Developing strategy capable of traversing traditional organisational boundaries to gain the support, practical assistance, and funding necessary to bring to life creative solutions
Managing at a senior level, influencing decision making and driving cultural change
Writing bid documents, creating compelling business cases to secure funding for projects and programmes and managing spend on individual projects
Implementing programmes of change with the need to support colleagues to adapt to new ways of working focussing on an increased use of technology
Leading people, 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
Qualifications
Degree in one of the following disciplines: <ul style="list-style-type: none"> • Business/Programme Management • HR including change management • Public Sector Management
Evidence of ongoing personal development and commitment to learning
Special Requirements

Date Created	November 2023	Date Reviewed	November 2023
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