

Job Description and Person Specification



Job Description

Job Title	Customer Service Coach
Grade	5
Service	ICT, Transformation and Customer Services
Reports to	Customer Experience Manager
Location	City Wide
Job Evaluation Code	P1581D



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

- 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

Core Knowledge

- 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	Internal

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

Job Evaluation Code	P1581D
Knowledge	
Working in a customer service environment	
An awareness of and commitment to customer care.	
Knowledge of equal opportunities and diversity	
Understanding of performance management techniques and measures	
Communication skills to be able to establish effective working relationships within the team and with customers	
How to lead and motivate staff in a customer service environment	
Skills and Abilities	
Ability to drive high standards	
Be creative to seek out and introduce best practice	
Develop and promote customer focused solutions	
Build effective relationships and resolve conflict	
Supportive and empathetic	
Ability to provide one to one coaching	
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 'boundaryless' 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 continuously learn new processes and develop appropriate skills
Ability to call monitor, assess the output and provide relevant feedback on areas for improvements
Qualifications
Identifying coaching needs and assessing performance and rolling out actions to address these
Evidence of coaching within a customer service setting
Evidence of extensive continual personal development
Managing the delivery of high performance through people
Working in a customer service environment
Special Requirements
Relevant experience

Date Created	May 2019	Date Reviewed	May 2023
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