

Job Description and Person Specification



Job Description

Job Title	Customer Services Assurance & Improvement Officer
Grade	6
Service	Customer Services
Reports to	Customer Services Assurance Manager
Location	City Centre
Job Evaluation Code	A5623



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. Under the general direction of the Customer Services Assurance Manager, to support the planning, design, execution and monitoring of compliance and assurance activities.
2. To work with all Customer Service teams and service areas to implement projects to enhance performance and work through strategies and work programmes as directed by the Customer Service Assurance Manager.
3. To advise and work with the Customer Service leadership team to support the implementation of procedures securing compliance with corporate frameworks, initiatives, and policies.

Main Duties & Key Accountabilities

Core Knowledge

1. Demonstrate effective leadership
 - Demonstrate personal commitment to delivering corporate messages and associated changes through displaying integrity and role modelling of appropriate behaviours and practices setting an example for the team as a whole
 - Inspire and support colleagues to provide an excellent service to the public and colleagues
 - Actively promote a positive, forward looking, results orientated and customer focused culture
 - Display integrity, sound judgement and discretion and role model of appropriate behaviours and practices setting an example for the team as a whole
2. Focus on performance
 - Work closely with the Customer Services Assurance Manager monitoring progress against the Customer Service strategic plan, highlighting concerns / slippage of local initiatives.
 - Assist the customer service management team to determine appropriate measures of performance, both quantitative and qualitative, reflecting the Customer Service Plan.
 - Implement and adhere to appropriate routines to ensure that all elements of the service are managed to achieve optimum performance
 - Manage conflicting and competing priorities effectively, with resilience especially during periods of uncertainty and change
 - Maintain a professional focus in managing all aspects of the business underpinned by effective planning routines and confidentiality
 - Support Project/Programme governance structures.

- Assist with the production of meeting papers, briefing Board/Panel members, presenting reports and taking minutes.
3. Maintain a focus on change and continuous improvement
- See mistakes as an opportunity to learn and make progress at a business and individual level
 - Demonstrate self-awareness in understanding own strengths & weaknesses and explore opportunities to learn and improve
 - Support employee survey work, designing surveys, analysing results and relating these to customer service managers for consideration.
 - Challenge practices or issues that directly affect performance
 - Support the development of new projects and programmes
4. Establish effective relationships
- To support the Customer Services leadership team to maintain and promote effective working relationships across the organisation
 - Engage with peers to deliver successful solutions, processes and high-level support
 - Offer positive engagement to all service users irrespective of roles and responsibilities
 - Develop strong working relationships with team members, team leaders and Customer Service Managers throughout Customer Services.
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- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Residents and partner organisations	Internal All 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.

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	
Understanding of the principles of and good practice in Programme and Project Management, Techniques and Systems.	
Understanding of the framework within which public sector services operate and an awareness of the challenges facing local government	
Knowledge of performance management systems	
Knowledge of principles of continuous improvement, customer care and performance.	
Knowledge of Local Government Political System and Governance	
Knowledge of the Councils Customer Care standards and Complaints policies.	
Skills and Abilities	
Ability to develop effective partnerships	
High level of verbal and written communication and presentational skills	
High level of organisational and interpersonal skills	
High level of negotiating, influencing and problem solving skills	
Creative thinking to develop new solutions or plans for future implementation	
Ability to work positively under pressure, responding positively in difficult or urgent situation to work to tight deadlines	
High level of analytical skills to interpret and report on data	
Ability to work independently and use own initiative	
Excellent customer relations	
Prioritise workload and respond efficiently and effectively to unplanned work and events and deal with conflicting demands.	
Experience	

Working and supporting senior managers in a large organisation
Able to demonstrate a record of continuous improvement and review
Experience of analysis and problem solving, gathering data and facts to make decisions
Extensive IT skills with advance experience of all Microsoft Office applications
Predicting and dealing with changing priorities.
Working in a political environment
Qualifications
To degree level or a mix of qualifications and experience relevant to the key tasks of the post.
Evidence of extensive continual personal development
Special Requirements
This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.

Date Created	July 2020	Date Reviewed	October 2023
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