

# Job Description and Person Specification

## Customer Services Manager

Job Details	
Grade	9
Service	ICT, Transformation and Customer Services
Location	Customer Service Centre
Job Evaluation Code	P1579D

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><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<ul style="list-style-type: none"> <li>• Work as part of a team to ensure that the Customer Services function delivers the organisational vision for service delivery</li> <li>• Drive change and continual improvement to ensure the achievement of performance objectives</li> <li>• Provide vision, direction and leadership for the Customer Service function and the wider organisation to promote a culture where the customer is at the heart of everything it does</li> <li>• Undertake day to day management of customer services teams to ensure the business is as effective and efficient as possible</li> </ul>

## Key Responsibilities and 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
- Setting direction and motivating to direct reports through the provision of coaching, regular feedback, career planning and support
- Making informed and consistent business focussed decisions and presenting a compelling rationale for the chosen options
- 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

- Determine appropriate measures of performance, both quantitative and qualitative, reflecting channel, service, delivery and customer experience
- 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
- Manage resources such as premises and technology and 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
- Deliver sound financial management ensuring budgets are monitored and controlled effectively within agreed procedures.

#### Establish effective relationships

- To 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

**Maintain a focus on change and continuous improvement**

- Drive service improvements to progress the service offer to the customer and to derive maximum value
- Encourage feedback on service delivery from team members, colleagues and customers and embed routines to review comments and facilitate change
- Routinely investigate process effectiveness using appropriate data and determine changes
- Manage CRM developers to maintain a development programme focussing on new service coverage and service improvement
- 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
- Seek best practice opportunities (private and public sector) to maintain momentum within the business
- 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 development and 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 Head of Customer Services & for fellow Customer Services Managers
- Any other duties and responsibilities within the range of the salary grade.

**Key Relationships**

External:	Residents Voluntary sector partners Service/System Providers	Internal:	Senior Leadership across the organisation Customer Service Managers Stakeholders Direct Reports
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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.
- attending any training and undertake any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

### Responsible for

Customer Services Team Managers, Customer Services Performance Analysts, Customer Services Liaison Managers, Customer Services CRM Developers

### Person Specification

#### Requirements

Knowledge	Excellent working knowledge of a multi-service, multi-channel contact centres and of the approach to managing processes, systems and technologies
Knowledge	An understanding of best practice in relation to customer service centres and their infrastructures
Knowledge	Excellent working knowledge of customer care
Knowledge	Knowledge of equal opportunities and diversity
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	Accomplished analytical & decision making skills
Skills And Ability	Excellent verbal & written communication, including report writing

Skills And Ability	Understanding of best practice in the field of Contact Centre operations and their infrastructure, e.g. IT and resource planning and measurement systems
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
Experience	Substantial experience of effectively performance managing a diverse workforce & responding to diverse communities
Experience	Experience of programme or project management
Experience	Evidence of extensive continual professional development
Experience	Experience of effective budget management and delivering cost reductions whilst improving services
Experience	Experience of partnership working both internally and externally, and of quickly establishing trust and credibility
Experience	Managing the delivery of high performance through people
Experience	A proven ability in analysis and problem solving, gathering data and facts to make cost effective value adding decisions
Experience	Proven experience of managing resources (including budgetary control)
Experience	Substantial experience of working in a contact centre or local government multi-channel customer service environment
Experience	A track record of developing & implementing continuous improvement in service delivery
Experience	Experience of leading and delivering business improvement initiatives
Qualification	Degree or professional qualification or relevant experience

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.
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Declaration			
Reviewed/Created By:			
Job Title:	Customer Services Manager	Date:	23rd October 2024