

# Job Description and Person Specification

Role: Customer Services Manager



# Job Description

<b>Job Title</b>	Customer Services Manager
<b>Grade</b>	9
<b>Service</b>	ICT, Transformation and Customer Services
<b>Reports to</b>	Head of Customer Services
<b>Location</b>	Customer Service Centre
<b>Job Evaluation Code</b>	P1579D



# 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

- Work as part of a team to ensure that the Customer Services function delivers the organisational vision for service delivery
- Drive change and continual improvement to ensure the achievement of performance objectives
- 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
- Undertake day to day management of customer services teams 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
- 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

<b>External</b> Residents Voluntary sector partners Service/System Providers	<b>Internal</b> 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.

### 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:

**Responsible for:** Customer Services Team Managers, Customer Services Performance Analysts, Customer Services Liaison Managers, Customer Services CRM Developers

**Responsible to:** Head of Customer Services

## Person specification

<b>Job Evaluation Code</b>	
<b>Knowledge</b>	
<ul style="list-style-type: none"><li>• Excellent working knowledge of a multi-service, multi-channel contact centres and of the approach to managing processes, systems and technologies</li><li>• An understanding of best practice in relation to customer service centres and their infrastructures</li><li>• Excellent working knowledge of customer care</li><li>• Knowledge of equal opportunities and diversity</li><li>• How to lead and motivate staff in a customer service environment</li></ul>	
<b>Skills and Abilities</b>	
<ul style="list-style-type: none"><li>• Ability to drive high standards</li><li>• Be creative to seek out and introduce best practice</li><li>• Develop and promote customer focused solutions</li><li>• Build effective relationships and resolve conflict</li><li>• Supportive and empathetic</li><li>• Accomplished analytical &amp; decision making skills</li><li>• Excellent verbal &amp; written communication, including report writing</li><li>• understanding of best practice in the field of Contact Centre operations and their infrastructure, e.g. IT and resource planning and measurement systems</li><li>• Adept at communicating with ease at all levels</li><li>• Excellent people leadership skills in relation to motivation, development and delivery</li><li>• Proven negotiating, mentoring and coaching skills strong influencing skills</li><li>• Able to build collaborative relationships with others, challenge organisational behaviours, facilitate working across teams, functions or services to create a 'boundaryless' operational culture</li><li>• Ability to challenge assumptions</li><li>• Ability to contribute towards the strategic planning of the Section</li><li>• Self-management skills, to enable workload organisation, prioritisation and implementation, with minimum supervision</li><li>• A systematic, methodical and accurate approach to work</li></ul>	
<b>Experience</b>	
<ul style="list-style-type: none"><li>• Substantial experience of effectively performance managing a diverse workforce &amp; responding to diverse communities</li></ul>	



- Experience of programme or project management
- Evidence of extensive continual professional development
- Experience of effective budget management and delivering cost reductions whilst improving services
- Experience of partnership working both internally and externally, and of quickly establishing trust and credibility
- Managing the delivery of high performance through people
- A proven ability in analysis and problem solving, gathering data and facts to make cost effective value adding decisions
- Proven experience of managing resources (including budgetary control)
- Substantial experience of working in a contact centre or local government multi-channel customer service environment
- A track record of developing & implementing continuous improvement in service delivery
- Experience of leading and delivering business improvement initiatives

**Qualifications**

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.

<b>Date Created</b>	23 <sup>rd</sup> October 2024	<b>Date Reviewed</b>	September 2014
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