



Coventry City Council

## Job Description

<b>Job Title:</b>	Customer Services Coach	<b>Job Number:</b>	P1581D
<b>Service:</b>	ICT, Transformation and Customer Services	<b>Post Number:</b>	
<b>Location:</b>	City wide as required	<b>Grade:</b>	Grade 5

### 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.

### Job Purpose:

1. Work as part of a team to ensure that the Customer Services function delivers the organisational vision for service delivery
2. Train, coach and support individuals to drive change and continual improvement to ensure the achievement of performance objectives
3. 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
4. Undertake training and coaching of Customer Service Teams and individuals to ensure the business is as effective and efficient as possible

### Main Duties and Responsibilities:

#### 1. 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

## 2. 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

## 3. 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

## 4. 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 requirements

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

## 5. 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.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for:** N/A

**Responsible to:** Customer Experience Manager

**Date Reviewed:** May 2019

**Updated:**

Core Behaviours	Level
Customer service	3
Being adaptable	2
Always improving	1
Working together	2
Leading People	1
Having a strategic perspective	1
Making the right decisions	1



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## Person Specification

<b>Job Title:</b>	Customer Services Coach	<b>Job Number:</b>	P1581D
<b>Directorate:</b>	Resources	<b>Post Number:</b>	
<b>Service:</b>	ICT, Transformation and Customer Services	<b>Grade:</b>	5
<b>Location:</b>	Customer Service Centre		

Area	Description
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<b>Knowledge:</b>	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

<b>Skills and Abilities:</b>	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

<b>Experience:</b>	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

<b>Educational:</b>	Relevant experience

<b>Special Requirements:</b>	
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**Date Reviewed:** May 2019

**Updated:**