Coventry City Council

Job Description and Person Specification

Customer Services Team Manager

Job Details	
Grade	GRD6
Service	Customer Services
Location	City Wide
Job Evaluation Code	P1580D

About Coventry City Council

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

Job Purpose

As a Customer Services Team Manager, you will deliver exceptional services to Coventry's diverse community, fostering a culture of improvement and high performance. Your leadership will inspire a customer-centric ethos, guiding your team to exceed service expectations while embracing our One Coventry values. You will strategically manage resources, ensuring your team's development aligns with our inclusive and progressive organisational goals.

Main Duties & Key Accountabilities

Leading with integrity by modelling exemplary behaviours, inspiring the team to excel in customer service, and fostering a results-driven, customer-centric culture
Coaching team members, providing regular feedback, and supporting their career development to enhance performance and service delivery
Promoting corporate initiatives and change, engaging staff in skill recognition, and encouraging cross-functional collaboration for positive outcomes
Instilling a sense of purpose and pride within the customer service team, ensuring clarity of the team's mission and objectives
Determining performance metrics that reflect service quality and customer experience, and implementing routines for optimal service management
Addressing performance issues, setting clear objectives, and providing necessary training to maintain high service standards
Balancing priorities, demonstrating resilience during change, and planning effectively to keep performance on track
Building and maintaining solid working relationships with service managers and peers to ensure consistent management practices
Learning from mistakes, managing complaints effectively, and engaging with training to meet team needs and personal development
Supporting the customer service agenda, implementing strategies for organisational change, and ensuring customer focus in all initiatives
Deputising for the Customer Services Manager, acting as a first-aider aider and fire marshal, and undertaking additional duties as required

Key Relationships	
External:	Any customer, citizen or organisation outside of Coventry City Council
Internal:	All Council employees and managers

Standard Information
Post holders will be accountable for ● carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health &

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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 undertaking 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

Teams comprising of Customer Service Advisors Level 1 and Level 2, CS Meet & Greet, CS Support Officers Level 1, 2 and 3, Customer Services Administrative Assistants, Customer Services Apprentices, Digital Print & Mail Team Leader

Person Specification

Requirement Type	Int	App	Ass	Requirement
Knowledge		x		Possess an understanding of best practices in customer service and administration, including infrastructure and functions
Knowledge		x		Have excellent knowledge of customer care principles and administration functions
Knowledge	x			Be aware of equal opportunities, diversity, and performance management techniques
Skills And Ability	x			Have the ability to drive high standards and introduce innovative best practices
Skills And Ability			x	Have excellent leadership skills for staff motivation, development, and delivery, including negotiation, mentoring, and coaching
Skills And Ability	x			Be able to build collaborative relationships and test organisational behaviours to foster a unified operational culture
Skills And Ability		x		Have the capacity to contribute strategically to the planning of the Section and manage one's workload with minimal supervision
Experience		x		Demonstrate evidence of extensive continual personal development and managing high-

				performance delivery through people
Experience	x			Possess extensive experience in managing workforce performance, addressing varied community needs, monitoring calls, evaluating outcomes, and offering constructive feedback for enhancement.
Experience			x	Be experienced in analysis and problem-solving, with a proven ability to make cost-effective, value-adding decisions
Experience	x			Possess proven experience in managing resources and a track record of implementing continuous service delivery improvements
Experience	x			Have substantial experience in a customer service or large-scale administration environment, including coaching within these settings
Special Requirements		x		This position is exempt under the Rehabilitation of Offenders Act 1974 and is conditional upon receiving satisfactory police record checks through the DBS.