Job Description and Person Specification

Job Description

Job Title	Resident Contact Lead
Grade	SM3
Service	Customer Services
Reports to	Head of Service
Location	Citywide as appropriate
Job Evaluation Code	W0209W

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. To lead on the development of the Customer Contact function, including contact centre teams, face to face service delivery, e-mail, webchat/chatbot, Twitter and emerging new channels.

2. To maximise the take up of self-service channels of access, working with other leads within the service to ensure that users are supported and equipped to adapt to the change in delivery channels.

3. To work with partners and colleagues across the organisation and beyond to ensure that service delivery continues to evolve and improve in line with research, identified best practice and analysis of data.

4. To create a performance culture at every level to ensure that Coventry's resident receive the best possible service when engaging with the organisation.

Main Duties & Key Accountabilities

Core Knowledge

1. Work with colleagues, suppliers, stakeholders, and enablers to determine and deliver appropriate solutions that meet the organisations strategic aims and ambitions regarding the delivery of services to communities. Consideration to be given to (for example):
   • The creation and representation of organisational brand
   • Locations for service delivery and physical requirements of the space
   • Partnership service offers and routes for referrals
   • Resourcing models
   • Approach to promoting self-serve and providing people with the skills and confidence to utilise digital systems

2. Ensure that reporting mechanisms and performance management routines are in place across the service area (including contact centre teams, face to face service delivery, e-mail, webchat/chatbot, Twitter and emerging new channels) at every level to achieve agreed service standards in the most efficient and effective way possible.

3. Utilise available data and analysis to move the organisational agenda towards predictive service provision.

4. Engage and collaborate with all Customer Service Leads to deliver the COVENTRY CONNECTS strategy throughout the organisation.

5. Collaborate with Resident Experience to utilise service user and colleague experience feedback to drive continuous improvement of resident services.

6. In conjunction with other team members, responsible for the development and maintenance of services that enable support to be given to individuals from all sections of the community, regardless of race, gender, sexual orientation, disability, or belief.

7. Responsible for ensuring that constructive relationships are developed and maintained with Councillors. Write and, where appropriate, present reports to Cabinet Member, Scrutiny and Cabinet.

8. Devise communication/promotional plans and materials aligned to performance and channel shift to raise awareness, encourage the recognition of digital opportunity, and raise the organisations profile regionally and nationally through presenting at events and progressing award applications.

9. Manage the training and support for service users, elected members where appropriate and colleagues to educate, upskill, enable understanding and to adopt digital channels to progress requests for council services.

10. Ensure effective controls and measures are in place to meet the expectations of PCIDSS, GDPR etc. and to adhere to financial management routines in the handling of large sums of money (kiosks, travel cards, Community Support delivery, funds given to young people etc.).

11. Deputise for the Head of Customer Service when required.

12. Undertake any other duties and responsibilities within the range and salary grade.

Key relationships

External	Internal
Voluntary sector partners Service/system providers	Elected Members Senior stakeholders Direct reports Trades Unions

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

Current issues and priorities facing the Local Government and an understanding of Local Authority decision-making processes
The concepts, practices, and procedures of programme/project management necessary to progress process and cultural change
The principles of sound financial management, budgetary processes, and controls
The contact centre industry and digitisation of services concepts, reflecting current and anticipated innovation and trends around ACD, CRM etc. use
How to establish effective relationships at all levels to gain the trust and credibility necessary to drive major change projects
How people respond to and require support through organisational change
How to utilise data to inform service design and measure the impact of change

Skills and Abilities

Lead the customer contact agenda across the organisation, developing long-term strategy and plans using varied and highly complex information to determine the best way to progress
Think outside of the box and approach all services/programmes and projects with the open mindedness necessary to address the potential frustration of internal hurdles/blockers. Use very highly developed persuasive skills to negotiate change
Challenge and motivate the organisation to think creatively about alternative ways to deliver more efficient outcomes
Demonstrate the confidence and expert knowledge necessary to positively engage with stakeholders to influence digital decision making
Organise and manage the people and resources necessary to ensure that One Coventry priorities are met
Promote and nurture the positive relationships necessary at every level of the organisation to gain commitment to the use of technology across services and, at an individual level, to embrace the use of technology in their day-to-day work
Influence external stakeholders, contractors/providers, and suppliers to adapt to different ways of working with the City Council
Quickly grasp technical solutions that will facilitate a contextual understanding of ideas/innovations proposed
Collaborate with a wide range of organisations and people with different skill sets, developing a knowledge network inside and outside of the organisation
Communicate with conviction and confidence both verbally, on a one-to-one basis and within a group/presentation setting and in writing

Manage business change in an inclusive, supportive, and motivational way with compassion and consideration for those who find the change in organisational direction more challenging
Accurately assess risk and identify mechanisms to manage them in the most appropriate way
Organise and manage a complex work programme
Take a lead role in the implementation and application of equal opportunity policies
Ability to influence service developments in areas for which the post holder has no direct management accountability
Determine strategy and create complimentary plans to realise the organisational objectives
Experience
Managing at a senior level, influencing decision making and driving cultural change
Developing strategy capable of traversing traditional organisational boundaries to gain the support, practical assistance, and funding necessary to bring to life creative technological solutions
Driving digital change from idea/concept stage, through procurement/build to implementation and benefits realisation
Achieving increased self-service through product procurement/design and delivery, marketing and communications, training, and support
Matrix management, bringing together multi-disciplinary teams to drive organisational change and deliver specified outcomes
Leading people, creating the conditions necessary for them to thrive and contribute/perform to their best and at the same time addressing concerns through honest engagement and performance management processes if necessary
Implementing programmes of change with the need to support colleagues to adapt to new ways of working focussing on an increased use of technology
Writing bid documents, creating compelling business cases to secure funding for projects and programmes and managing spend on individual projects
Qualifications
Degree in one of the following disciplines: o Business/Programme Management   o Contact Centre Management   o Public Sector Management
Evidence of ongoing personal development and commitment to learning

Special Requirements	

Date Created	November 2023	**Date Reviewed**	November 2023