

Job Description and Person Specification

Customer Services Team Manager

Job Details	
Grade	Grade 6
Service	ICT, Transformation and Customer Services
Location	City Wide
Job Evaluation Code	P1580D

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

Job Purpose
<ul style="list-style-type: none"> • 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 direct reports to promote a culture where the customer is at the heart of everything it does • Undertake day to day management of direct reports to ensure the business is as effective and efficient as possible

Key Responsibilities and Accountabilities

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 direct reports through the provision of coaching, regular feedback, career planning and support
- Inspire and support direct reports to provide excellent customer service to the public and colleagues
- 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

• Focus on performance

- Assist the customer service management team to determine appropriate measures of performance, both quantitative and qualitative, reflecting process, channel, service, delivery and customer experience as appropriate.
- 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
- 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.

3. Establish effective relationships

- To support 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

4. Maintain a focus on change and continuous improvement
 - Drive improvements to the service offer, to the customer, to derive maximum value
 - Encourage feedback on service delivery from team members, colleagues and customers and embed routines to review comments and facilitate change
 - 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
 - Demonstrate self-awareness in understand own strengths & weaknesses and explore opportunities to learn and improve
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- 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
 - Engage positively with customers where appropriate to facilitate the best outcome possible acknowledging organisational constraints where they exist
 - Deputise for the Customer Services Manager & for fellow Customer Services Team Managers.

Key Relationships

External:	Residents Voluntary sector partners Service/system providers	Internal:	Customer Service Managers Service Areas 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
N/A

Person Specification	
Requirements	
Knowledge	An understanding of best practice in relation to customer service centres and their infrastructures or administration teams and their functions
Knowledge	Excellent working knowledge of customer care and administration functions
Knowledge	Knowledge of equal opportunities and diversity
Knowledge	Understanding of performance management techniques and measures
Knowledge	How to lead and motivate staff in a customer service or administrative environment
Skills And Ability	Ability to drive high standards
Skills And Ability	Be creative to seek out and introduce best practice
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	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 negotiation, mentoring and coaching skills strong influencing skills
Skills And Ability	Able to build collaborative relationships with others, challenging organisational behaviours, facilitate working across teams, functions or services to create a “One Coventry” 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
Skills And Ability	Ability to call monitor, assess the output and provide relevant feedback on areas for improvement
Experience	Substantial experience of effective performance managing a diverse workforce & responding to diverse communities and needs
Experience	Evidence of extensive continual personal development
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
Experience	Substantial experience of working in a customer service environment or a large-scale administration environment
Experience	A track record of developing & implementing continuous improvement in service delivery
Experience	Evidence of coaching within a customer service or administrative setting
Qualification	Relevant experience
Special Requirements	This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Declaration			
Reviewed/Created By:	Janine Shortland		
Job Title:	Customer Services Assurance Manager	Date:	Created Jan 2019