

Job Description and Person Specification

CS Assurance & Improvement Off

Job Details	
Grade	GRD6
Service	Customer Services
Location	Friargate
Job Evaluation Code	A5623

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
Reporting to the Customer Services Assurance Manager, assist with planning, designing, executing, and monitoring compliance and assurance activities across service areas. Collaborate with Customer Service teams to implement performance-enhancing projects and execute strategies and work programmes as directed. Provide guidance to the Customer Service leadership team, supporting the implementation of procedures ensuring alignment with organisational frameworks, initiatives, and policies.

Main Duties & Key Accountabilities

Demonstrating personal commitment to delivering corporate messages and implementing organisational changes
Modelling integrity, sound judgement, and appropriate behaviours to set a positive example for the team.
Inspiring and supporting colleagues to consistently deliver excellent service to the public and internal stakeholders.
Promoting a forward-looking, results-oriented, and customer-focused culture across all service areas. Viewing mistakes as opportunities for learning and continuous improvement at both individual and organisational levels
Collaborating with the Customer Services Assurance Manager to monitor strategic progress and highlight concerns.
Assisting the customer service leadership team in defining meaningful performance measures aligned with the Customer Service Plan and identifying issues affecting service quality. Recommending improvements where necessary.
Implementing effective routines to optimise service performance and ensure operational consistency.
Managing competing priorities with resilience, particularly during periods of uncertainty and change.
Maintaining professionalism and confidentiality while overseeing business operations and planning activities.
Supporting governance structures by preparing meeting papers, briefing stakeholders, and documenting outcomes.
Demonstrating self-awareness by recognising personal strengths and areas for development, and pursuing growth opportunities.
Designing and analyse employee surveys, sharing insights with customer service managers to inform improvements.

Key Relationships

External:

Internal:

Customer Services leadership team
Team members
Team leaders
Customer Service Managers throughout Customer Services.

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 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

N/A

Person Specification

Requirements

Knowledge	Good understanding of programme and project management principles, techniques, and systems.
	In-depth knowledge of public sector frameworks, local government governance, and associated challenges.
	Well-versed in performance management, continuous improvement, and customer care standards, including complaints policies.
Skills And Ability	Builds effective partnerships and maintains excellent interpersonal and customer relations.
	Communicates positively with good verbal, written, and presentational skills.
	Applies analytical thinking and creativity to solve problems and develop forward-looking solutions.
	Manages competing priorities with resilience, demonstrating initiative and good organisational capability.
Experience	Proven track record of supporting senior managers in large organisations and driving continuous

	improvement.
	Experienced in data analysis, problem-solving, and informed decision-making through evidence-based approaches.
	Highly proficient in Microsoft Office with the ability to adapt to shifting priorities and manage change effectively.
Qualification	To degree level or a mix of qualifications and experience relevant to the key tasks of the post.
	Evidence of extensive continual personal development.
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.