

Job Description and Person Specification

Resident Facing Team Manager

Job Details	
Grade	GRD7
Service	Customer Services
Location	City Wide
Job Evaluation Code	A6253

About Coventry City Council
<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
<p>Lead and manage a team of frontline officers across multiple sites to ensure consistent, professional service delivery. Encourage uptake of digital services, manage day-to-day cash facilities, and promote effective resident engagement.</p>

Main Duties & Key Accountabilities
<p>Managing daily operations across reception and frontline contact points citywide (e.g. CSC, Friargate, Meet & Greet hubs)</p>
<p>Ensuring high standards in resident interactions across face-to-face and telephone channels</p>

Promoting digital services and support residents in accessing and learning new technologies
Maintaining oversight of all payment kiosks and cash handling facilities, ensuring safety and compliance
Acting as designated keyholder and manage the Resident Services safe and control processes
Monitoring team performance and service delivery metrics, identifying areas for coaching and improvement
Resolving resident complaints quickly, escalating where appropriate, and delivering feedback-driven service changes
Leading engagement sessions, team meetings, and 121 reviews focused on learning, development, and service goals
Participating in Health & Safety and PVP investigations, act as fire marshal and First Aider
Liaising with building user groups and city services to adapt support offers (e.g. Social Care, Through-Care, Council House)
Displaying ONE COV behaviours and contribute to corporate goals and standards
Deputising for the Customer Services Manager and fellow Team Managers when required

Key Relationships

External:	Residents Partners
Internal:	Service Area Managers

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

Various Resident Facing Employees

Person Specification

Requirements	
Knowledge	Excellent working knowledge of organisational and partner services
	Knowledge of equality, diversity and inclusion
Skills And Ability	Ability to contribute towards the strategic planning of the department, seeking out and introducing best practice
	Accomplished analytical & decision-making skills
	Adept at communicating with ease at all levels both verbally and in writing
	Excellent people leadership skills in relation to coaching, mentoring, development and delivery
	Self-management skills, to enable workload organisation, prioritisation and implementation, with minimum supervision
Experience	Substantial experience of working in a customer service environment in a face to face setting
	Substantial experience of effectively performance managing a diverse workforce & responding to diverse communities and needs
	Experience of managing cash levels, balancing cash and implementing controls to minimise risks
	A proven ability in analysis and problem solving, gathering data and facts to make drive continuous improvement
Qualification	Relevant experience
Special Requirements	The role is primarily office based but will require the role holder to work at various community venues across the City. There will be limited opportunity for working from home.
	This post is exempt from the provisions of the Rehabilitation of

	Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.
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