

## **HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION**

POST TITLE: Customer Services Manager GRADE: 7

TEAM: Customer Services POST NO: CS4

SERVICE AREA: Customer Services

RESPONSIBLE TO: HOS for Communications and Customer Services

RESPONSIBLE FOR: Team of Customer Service Advisors

### **VARIATIONS TO STANDARD CONDITIONS OF SERVICE:**

1. This is a description of the job, as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.
2. Casual Car user.

DATE ISSUED: January 2025

### **JOB PURPOSE:**

To assist the Head of Service for Communications and Customer Services to manage, support and monitor the provision of an excellent customer service.

To provide support, guidance, and regular feedback to Customer Services Advisors to ensure they meet the high standards of Customer Services

To ensure all enquiries are processed to the required performance standards complying with Council's policies & procedures.

### **JOB ACCOUNTABILITIES:**

- 1) To oversee the provision of a comprehensive customer focused service on behalf of the Council. On a daily basis, manage staff resources to meet the needs of the business.

- 2) To line manage and monitor performance of the team and individuals and provide feedback through regular work reviews, appraisals and Team/1:1 meeting. To liaise with Human Resources regarding staff matters.
- 3) To assist the Head of Service in fulfilling a number of Service Level Agreements with other service areas within the Council.
- 4) To oversee the use of a range of dedicated software systems and the Council's website to ensure they are available to meet customers' service requests. Systems administrator for specialist Customer Services systems.
- 5) To lead allocated projects/areas of work as directed by the HOS Communications and Customer Services.
- 6) To take ownership, manage and deal with enquiries/complaints which are beyond the scope of the customer service advisors through to resolution.
- 7) To support the Head of Service in the recruitment and selection of staff and to undertake the lead in shortlisting and interviewing applicants.
- 8) To deputise for the HOS Communications and Customer Services as necessary and attend meetings as and when required.
- 9) To line manage all authorised leave and sickness issues, and other HR Policies relating to the team and ensure staff rotas are deployed in the most effective manner taking account of variations in customer demand, business and training needs.
- 10) To work in partnership with other authorities and organisations to ensure and enable delivery of customer service. Point of contact for partners – including DWP and Revenues and Benefits Shared Service.
- 11) To ensure that changes to relevant legislation, policies and procedures are communicated to all team members.
- 12) To monitor the day-to-day operation of Netcall CXM, requesting changes with Netcall Administrators to ensure processes remain accurate. To provide guidance to service areas looking to move services to Customer Services.
- 13) Operational lead for DWP Tell Us Once Service within organisation, including setting up new users, ensuring notifications are collected promptly and distributed within the organisation as necessary.
- 14) Complaints handling – to resolve at initial contact wherever possible, liaising with other service areas as required. To follow up to ensure all agreed actions are carried out and maintain contact with customer, as agreed, to ensure complaint is dealt with to their satisfaction.
- 15) To identify, take charge of and implement new systems/processes, where processes are not customer friendly.

- 16) To be responsible for reviewing delivery of services to improve Customer Responsiveness, including gathering and analysing customer insight data.
- 17) To encourage staff to actively contribute to a unified customer services environment, by maintaining relationships and supporting the team to ensure effective service delivery.
- 18) To manage the payment of invoices for customer services.
- 19) As a term of employment, the post holder may be required to undertake other such duties as may reasonably be required of you in the post and team mentioned above or in a comparable post in any organisation's other teams at any of the Authority's establishments.

To uphold and display the HDC behavior competency framework to at least level 2.

To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and involvement policies.

#### Other

As a term of employment, the post holder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments at any of the Authority's establishments.

#### Health and Safety

To be familiar with and at all times comply with

- the Council's general health and safety policy,
- the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
- local department specific health and safety procedures as amended or added to from time to time.

To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.

To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.

To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.

To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

## Harborough District Council – Person Specification

<b>JOB TITLE:</b> Customer Services Manager					
<b>TEAM:</b> Customer Services	<b>POST NO:</b> CS4	<b>GRADE:</b> 7	<b>ALLOWANCE:</b> Casual	<b>PERMANENT</b>	<b>WEEKLY HOURS</b> 37hours
<b>CRITERIA FOR SELECTION:</b> (Justifiable as necessary for safe and effective performance)		<b>ESSENTIAL REQUIREMENTS:</b> (A clear definition of the necessary criteria)		<b>ADDITIONAL/USEFUL REQUIRMENTS:</b> (Where available, elements that contribute to improved/immediate performance of the job)	
Qualifications		English and Maths GCSE Grade C / 4 or equivalent	App, E	Customer Service or Management related qualifications	App
Experience		Significant experience in a front-line customer service environment.	App, Int	Experience of customer services technology	App
		Experience of staff management, including performance management, absence, change management.	App, Int	Evidence of using IT systems to improve service delivery to customers.	App, Int
		Customer Services skills – going the extra mile, empathy, and diplomacy. Able to remain calm when dealing with a variety of people in difficult circumstances.	App, Int	Experience of delivering real and measurable improvements to service delivery.	App, Int
		Experience of resolving complaints from customers.	App, Int		
Skills and Knowledge		Planning and organisational skills.	App, Int, T	Completion of Customer Service training programs (customer care / call handling techniques).	App
		Flexible, reliable and adaptable	App, Int		
		Proactive and flexible approach to problem solving.	App, Int	Training skills.	App
		Able to work on own initiative.	App, Int	Experience of the services provided by a district council.	App
		Interpersonal skills-sufficient to deal effectively with the public either face to face, or on the telephone through the call centre.	App, Int		

		<p>Good standard of IT literacy including knowledge of MS Windows and Office.</p> <p>Able to demonstrate a knowledge of Data Protection.</p> <p>Ability to 'multi-task', have a flexible approach and able to prioritise workloads in a pressured environment.</p> <p>Able to demonstrate a broad range of management competencies including leadership, motivation, team working and, investigatory problem-solving skills.</p> <p>Excellent verbal and written communication skills, able to present and discuss complex and emotive issues with both customers and officers.</p> <p>Excellent organisational skills, ability to work under pressure, manage own changing/fluctuating workload and that of the team.</p> <p>Confident approach and ability to make clear decisions without reference to the Head of Service.</p>	<p>App, Int, T</p> <p>App</p> <p>App, Int</p> <p>App, Int</p> <p>App, Int</p> <p>App, Int</p> <p>Int</p>		
Other		<p>Understanding of and commitment to equality and diversity.</p> <p>Full valid driving licence and occasional, planned access to a suitable vehicle. (reasonable adjustments will be considered)</p>	<p>Int</p> <p>App</p>	<p>Negotiation Skills.</p> <p>Conflict Resolution.</p> <p>Awareness of the need to contribute to reviewing and improving services.</p>	<p>App</p> <p>App</p> <p>App</p>
Application Legend	App = Application Form	Int = Interview	T = Test/assessment	E = Evidence	

Please note that: You should clearly state how you meet the requirements of the Person Specification, providing evidence where possible. Additional/Useful requirements listed may be used for sifting purposes.