

JOB DESCRIPTION

Job Title	Lifeline Installation and Response Lead		
Directorate	Regulatory and Operational		
Reporting to	Head of Lifeline		
Grade	11		
Evaluation ref:	SCU1394	Job ref:	Family
Role purpose			
<p>Manage a team of Lifeline Officers and Response Officers to provide excellent customer service to vulnerable customers, 24 hours a day, 7 days a week, 365 days a year. This includes the assessment of customer needs, installation of technology enabled care solutions, completion of the sign-up process with customers and providing support in emergency situations, such as non-injury falls.</p> <p>The postholder will work with customers, their family members, carers and health care professionals to ensure the Somerset Lifeline service provides the right level of support for customers to live as independently as possible within their homes. They will ensure compliance with all relevant legislation, and policy frameworks including health and safety and safeguarding.</p> <p>The postholder is responsible for promoting the voice of the customer, dealing with customer complaints and feedback, making recommendations for service improvement, and implementing change.</p> <p>The postholder will ensure staff are effectively deployed, trained, developed, and kept up to date with service changes. The postholder will develop specialist knowledge of their services offering expert insight into Lifeline technology and take on key development activities on behalf of Customer Services.</p>			
Responsibilities			
<p>Responsible for a team of Lifeline Officers and Response Officers who are responsible for the delivery of assessment, installation, and emergency response.</p> <p>Monitor the effective installation of technology enabled care solutions and opportunities for utilisation of new technology to offer customers a wider range of solutions.</p> <p>Ensure staff resources are effectively deployed, optimised, and prioritised respectively.</p> <p>Awareness of emergency business continuity arrangements and contributes towards disaster recovery planning.</p>			

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Work closely with the Strategic Manager and other Lifeline Leads to ensure continuity and effective delivery of the service.

Develop and ensure effective quality assurance mechanisms to ensure effectiveness of staff and delivery.

In times of need the postholder may be required to assist with customer interactions to reduce demand.

Deputise for the Strategic Manager – Commercial Workforce and Quality.

Spot opportunities for further service development, including reviewing and delivering new operational processes.

Develop tools, guidance notes and enable team to widen knowledge.

Promotes and advocates new ways of working and champions cultural changes.

Undertake customer surveys, campaigns, and commercial calls to support the corporate aims of the service and wider Council.

To support the monitoring of delivery against targets and performance measures, providing detailed evidence to the Strategic Manager.

To understand the departmental KPI's and requirements of the TEC Services Association and work with the Strategic Manager on areas of improvement.

To have awareness and understand performance standards and key service metrics to measure performance and customer satisfaction to deliver the authorities commitments in the Customer Strategy and Council Plan.

Understand valuable customer insight and data to services to shape operational delivery and drive service and organisational change and improvement. Share concerns on poor practice and seek solutions to ensure delivery against standards.

Advocate a shared understanding of a customer culture within the team and across the service.

Ensure effective processes and channels are in place for feedback from users, communities, partners, and providers.

Mindfulness for maximising efficiencies to minimise unnecessary cost, including coordinating resources which optimise staffing levels.

Responsible for complex/high-risk cases.

Assist with potentially changing priorities at short notice. Keep in mind the needs of the Council, maintaining service delivery during unexpected incidents such as

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loss of primary systems or reallocation of resources.

To deal with Stage 1 and 2 complaints in line with the Council Complaints Process, comments and compliments regarding Customer Service and ensure a robust review is carried out to understand the root cause.

Coach Lifeline Officers and Response Officers to develop innovative and creative solutions to challenges posed by the customer. Using quality assurance mechanisms to identify areas for change and improvement.

Advocate Somerset's vision and values. Promote a culture of continuous improvement that encourages creativity and innovation to ensure customer services are efficient.

Provide advice and support on People related policies appropriate application of policies and codes of practice on all staffing and financial matters.

To manage and support response to civil contingencies and business continuity events.

Ensure officers are giving the correct advice, support and encouraging channel shift and self-help.

To establish and maintain service relationships within agreed SLA frameworks, ensuring frequent communication, updating records and undertaking the required actions which ensure service standards are achieved.

Engage and develop professional relationships with members and key partners.

Impact

Somerset Lifeline is situated in 3 key locations across Somerset and has over 50 staff. The Service deals with over 500,000 contacts a year. Lifeline customers include private individuals and a range of Housing Providers.

Is a traded service and generates £2.5m income a year

The proposal is to have four Lifeline Leads across the service including:

- Monitoring Lead x2
- Installation and Response Lead
- Business and Operations Lead

The postholders will support the Strategic Manager – Commercial, Workforce & Quality

Responsible for line managing a team of 6 to 8 Officers.

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Working with a range of partners and commercial customers to ensure effective service delivery.

	Essential	Desirable	
Knowledge			
Understanding customer service technologies and how to use them fully to deliver effective customer service.	X		
Understanding of technology enabled care industry.		X	
Experience			
Experience of managing and developing high performing teams and delivering customer-led services to multi-channel customers across multiple locations.	X		
Ability to coach and influence officers, members, and partners to the importance of customer service.	X		
Experience of partnership working, including the ability to influence to seek change and improvement.		X	
Experience in gathering customer insight and trends and using this data to inform operational delivery, change and improvement for customers and services.		X	
Qualifications / Registrations / Certifications			
Relevant qualification and / or equivalent experience.	X		
Evidence of work related continuing professional development.		X	
Relevant Degree.		X	
Skills			
Understand customer service values, equality and diversity and customer inclusion in delivery.	X		
Skilled communicator, and good at building strong working relationships.		X	

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Working Conditions

The role is predominately office based, with Hybrid working in line with the service requirements.

The post holder will be primary escalation point in the case of challenging customers, including aggressive, abusive or vulnerable.

Ability to work in a hybrid way is necessary.

Ability to drive is necessary.

Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

Corporate Responsibilities

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: July 2025