

## JOB DESCRIPTION

<b>Job Title</b>	Customer Service Team Leader		
<b>Directorate</b>	Regulatory and Operational		
<b>Reporting to</b>	Head of Customer Operations		
<b>Grade</b>	11		
<b>Evaluation ref:</b>	SCG1401	<b>Job ref:</b>	<b>Family</b>
<b>Role purpose</b>			
<p>The postholder will manage a team of Customer Service Specialists, Advisors and Assistants to deliver the first point of contact for Somerset Council. This includes telephony, face to face, emails, social media, and digital customer interactions for core_council services</p> <p>The postholder will work with services to ensure the highest quality of provision is delivered and developed. They will ensure compliance with all relevant legislation, and policy frameworks and understand where the role of the Adviser and the handoff to the service professional occurs.</p> <p>The postholder is responsible for promoting the voice of the customer, dealing with customer complaints and feedback, and making recommendations to the service for improvement.</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 and take on key development activities on behalf of Customer Services.</p>			
<b>Responsibilities</b>			
<p>Responsible for the management of a team of Senior Customer Services Specialists, Customer Services Specialists who supply telephony, face to face, social media, website online, emails and letters and ensures integration, quality, and consistency of delivery. Manage agency staff when required.</p> <p>Monitor effective integration of all customer access channels to ensure a joined-up customer experience, where staff resources and customer contacts are effectively deployed, optimised, and prioritised respectively.</p> <p>Awareness, management and roll out changes in practice for emergency business continuity arrangements for the authority for example, in an emergency.</p> <p>Develop quality assurance mechanisms to ensure compliance and effectiveness of staff and delivery.</p> <p>To be knowledgeable around the shared development and implementation of Customer Access Points in every Local Community Network Area. Work with Localities, Commissioners, Operations staff, and key partners to co-design and deliver. Support the customer requirements of the Customer Service and Access</p>			

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points and ensure that the needs of the customer are represented in the design and use of the space.

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

Deputise for the Operational Service Manager.

Understand the detailed delivery of the service to spot opportunities for improvement including use of different channels such as web messenger, Facebook messenger and actively enable / promote self-service wherever possible.

Promotes and role models new ways of working and champions cultural changes.

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

Monitor at an individual and service level 'real-time' management to ensure delivery against KPIs and effective deployment of staff. Shared responsibility of the effective deployment of all staff on a day-to-day basis to ensure statutory deadlines are achieved and performance is within acceptable tolerances.

Understand Customer Service KPI's and work with the Operational 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 and tackle concerns on poor practice and seek solutions with services to ensure the customer strategy is delivered.

Role model 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.

Inform team of changes in legislation, policy and needs against the existing strategy. Providing business intelligence to the Operational Manager on a regular basis.

Responsible for maximising efficiencies to minimise unnecessary cost, including coordinating resources which optimise staffing levels and ensuring processes are optimised to deliver effectively and efficiently.

Responsible for complex/impactful/high-risk cases.

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.

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Real-time management of staff resourcing to ensure statutory deadlines are met and delivery of first point of contact is within acceptable tolerances. Escalate to Service Operational Manager when at risk of not meeting these or if service cannot be delivered within tolerances.

Coach Customer Service Specialists, Advisors and Assistants, to develop innovative and creative solutions to challenges posed by the customer. Using quality assurance mechanisms to identify areas for change and improvement.

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

Undertake recruitment, training, performance, attendance, sickness, individual work planning with appropriate application of policies and codes of practice on all staffing and financial matters.

Assist Operational Managers with potentially changing priorities at short notice. Keep in mind the needs of the Council, maintaining service delivery during unexpected incidents such as loss of primary systems or reallocation of resources.

Ensure teams understand statutory duties and policy frameworks for services and ensure they are appropriately complied with at the first point of contact.

Review processes and practice to ensure that processes are optimised for customer and efficiency benefits. Develop tools, guidance notes and enable team to widen knowledge.

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

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.

Undertake regular operational meetings with staff within services to review performance, identify issues and potential solutions, review training needs for staff, process changes, web content updates etc

Engage and develop professional relationships with members and key partners.

### Impact

The Contact Centre is situated in five key locations across the county and has over three hundred staff. The Service take over 1.5m calls/emails/face to face/social media contacts a year for all services across the authority.

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There are 39 Customer Service and Access Points across the across she authority, many of which are shared with other services and partners.

The proposal is to have a number of Customer Service Team Leaders across services including:

- Adults, Housing & Public Health
- Children's, Face to Face, Culture & Libraries, Registrars
- Revenue & Benefits, Planning, Regulation & Operation, Licensing, Electoral/Democratic Services
- Highways, Open Spaces, Waste, Transport, Parking, Corporate Services

The postholders will support the Operational Manager.

Responsible for line managing 8 -10 direct reports, plus agency staff as required.

Working with a range of partners to share telephony and face to face arrangements in localities across Somerset. For example, connecting Advisers through the library and Citizens Advice Somerset network.

	Essential	Desirable	
<b>Knowledge</b>			
Understanding customer service technologies and how to use them fully to deliver effective customer service.	X		
<b>Experience</b>			
Experience of managing and developing high performing teams and delivering customer-led services to multi-channel customers across multiple locations.	X		
Experience of managing casework and the ability to prioritise.	X		
Experience of complaint handling and be able to demonstrate an ability to draw to a successful conclusion.	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	

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Experience in gathering customer insight and trends and using this data to inform operational delivery, change and improvement for customers and services.		X	
<b>Qualifications / Registrations / Certifications</b>			
Relevant qualification and / or equivalent experience.	X		
Evidence of work related continuing professional development.		X	
Relevant Degree.			
<b>Skills</b>			
An ability to motivate and empower others, positive team member as well as an ability to work on own initiative.	X		
Understand customer service values, equality and diversity and customer inclusion in delivery.	X		
Good communicator, to building strong working relationships.		X	
<b>Working Conditions</b>			
<p>The role is predominately office based, with Hybrid working in line with the service requirements.</p> <p>The post holder will be primary escalation point in the case of challenging customers.</p>			
<b>Working Arrangements</b>			
Somerset Council's dynamic Working Strategy will be applied to this position.			
<b>Corporate Responsibilities</b>			
<p>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.</p>			