

MALDON DISTRICT COUNCIL

Princes Road
Maldon
Essex CM9 5DL

www.maldon.gov.uk



Customer Services Team Leader (SD2331)



Job Title	Customer Services Team Leader
Service Area	Service Delivery
Grade	G (SCP 25-28)
Job Reference	SD233 I

Reporting to	Responsible for
Head of Community Safety & Customer Services	Customer Services Officers Apprentices

Team Purpose
To support the customer and deliver a positive customer experience, enabling and empowering them through self-serve wherever appropriate.

Role Purpose
Day-to-day management of the Customer Service teams to ensure work processes, standards and compliance are maintained, continuously improved and staff are upskilled and developed to undertake duties of the service. To act as a point of escalation for complex customer service queries, particularly with respect to vulnerable customers or anti-social behaviour.

Key Accountabilities
<ul style="list-style-type: none"> • To provide effective operational leadership with high standards of service delivery • To support and develop others within the team in the areas of specialism. • Ensure and develop appropriate levels of quality and knowledge within the team so that high customer service standards are achieved, applying effective and timely performance management within assigned service area. • Provide operational management of the Customer Services team and Apprentices. • To act as the point of escalation for service issues including more complex customer care issues and enquiries. particularly with respect to vulnerable customers or anti-social behaviour • Ensure that enquiries, complaints and cases are managed and completed at the appropriate level. • Working with teams across the council – sharing best practice, new legislation and associated changes to processes having an input to end-to-end process reviews and customer journeys • For team members ensuring personal and professional development is maintained to the required standards.



- Liaise with other officers to monitor relevant information systems and make sure they are accurate and up to date, ensuring the "golden customer record" conforms to all verification and validation processes and in accordance with Data Protection principles and Council policy.
- Be a role model for the service, demonstrating authenticity, integrity, resilience, and compassion and focussing on communication, personal development and wellbeing.
- Proactively market the benefits of digital and self-service channels to all customers, taking forward customer enabling opportunities.
- Working efficiently, professionally, paying attention to detail and following workflows when processing cases.
- Effective case management including handling related cases for a single customer, assessing risk, identifying potential fraud, and working on more complex cases in conjunction with Specialists Ensure outcomes meet legislative and professional standards.

Ways of Working	
Collaborative working	<p>Demonstrate self-awareness and an understanding of the values of others to build effective working relationships.</p> <p>Develop and maintain relationships with both internal and external customers, interacting through multiple channels.</p>
Customer Service	<p>Playing a leading role in championing the customer and a customer focussed approach to service delivery.</p> <p>Develop and maintain good working relationships with customers, interacting through multiple channels.</p> <p>Develop and implement plans to facilitate customer engagement.</p> <p>Proactively market the benefits of digital and self-service channels to all customers, taking forward customer enabling opportunities</p> <p>Excellent understanding of the technical, statutory and non-statutory, services, initiatives, activities and projects provided across the Council and a good knowledge of the terminology, and acronyms used by the services.</p>
Supporting corporate projects	<p>Provide input into service specific projects.</p> <p>Input to and implement corporate strategies, policies, service and financial plans, to ensure statutory and corporate targets are met and provide best value for the council.</p> <p>Responsible for the delivery of agreed objectives and services associated with the Corporate Plan.</p>



Ways of Working	
Performance	<p>Ensuring a focus on team performance.</p> <p>Provide staff with positive leadership, guidance, coaching, direction, and motivation that harnesses the strengths and talents of individuals, achieves their maximum contribution to the organisation and promotes their personal development.</p> <p>Working towards achieving the KPIs set.</p>
Budget management	<p>Ensure the service budget is managed in accordance with legislation, Council policy and good practice, enabling best value for money for the Council.</p>

Person Specification

Qualifications
<p>Educated to NVQ level 3 / A Level standard or significant experience.</p> <p>Management qualification such as ILM3 or greater, or significant experience in line management.</p>

Knowledge, Skills, Ability, and Experience
<p>Knowledge</p> <p>Understanding of the governance arrangements for the service and the council.</p> <p>Working knowledge of legislation and developments in specialist area.</p> <p>Excellent understanding of good customer service.</p> <p>Continuous improvement and business process redesign.</p> <p>Experience</p> <p>Significant experience of management, leading and ensuring professional practice and high standards of customer delivery, balancing strategic support and practical operational management.</p> <p>Experience of effective staff management which is compliant with HR policy and process.</p> <p>Experience of the working in the Public Sector or demonstrable knowledge of Local Authority regulation and governance arrangements.</p>



Knowledge, Skills, Ability, and Experience

Experience of process improvement ensuring all processes are fit for purpose meeting customer need.

Effective communication with stakeholders including internal and external customers, senior officers and Members enabling delivery of the role of trusted adviser.

Financial and commercial acumen with experience of managing budgets and resource management to ensure effectiveness and efficiency.

Evidence of cultivating and delivering a high performance, collaborative and inclusive culture, which delivers outstanding outcomes.

Skills and ability

Proven ability to manage staff in a hybrid working environment including setting clear targets and objectives and proactively managing workflow, priorities and performance.

Able to effectively manage own changing priorities in a fast-paced environment and plan workload to ensure deadlines are met.

Demonstrate excellent timekeeping and management of Outlook 365 emails and calendar appointments.

Proven ability to lead a team with experience in all aspects of people management including effectively managing performance, setting targets and dealing with issues as they arise

Experience in setting, maintaining and monitoring standards of accuracy, diligence and service delivery

Proven ability to handle complex customer enquiries / issues and reach a resolution

Proven ability to mediate in situations involving challenging customers and behaviours and act as a role model to the Customer Solutions team

Special Requirements

Emergency Planning	A requirement of this role will be to attend emergency planning training. The role holder will be required to support the Council's emergency planning response.
Election Duties	This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours.



Special Requirements	
Political Restrictions	This role is not politically restricted.
Disclosure Barring Scheme	This role requires a Basic DBS being undertaken prior to any contract of employment being offered. This will be re-checked every three years.

Standard Terms	<ol style="list-style-type: none"> 1. To comply with appropriate legislation, service and council policies. 2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the council's health and safety policy and procedures. 3. To support and be committed to the council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment. 4. To support the council's equalities and diversity policies. 5. To operate within the council's IT policies and data protection rules and regulations. 6. To operate within the council's financial regulations. 7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines. 8. To participate in internal committees and departmental working parties to ensure continuous improvement as required. 9. Any other reasonable duties as may be required from time to time
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Competency Framework

Central to the delivery of the role are the council's values and behaviours and all employees are expected to work within the council's Competency Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

Maldon behaviours [competencies]:	
Core Competencies - All Workforce	
Communicating	Expressing information in the best way and timescales that ensure clarity and understanding and responding in the most appropriate manner.
Managing and Leading People	Providing direction and support to those we work with to ensure service excellence.
Customer Focus	Taking into account customer needs, striving to meet them and providing the best service to our customers and colleagues.
Planning and Managing Work	Planning and managing work to meet individual, team and service objectives whilst achieving quality and value for money.



Analysis and Problem Solving	Assessing and interpreting information in order to support work activities, identify issues and aid problem solving.
Initiative and Decision Making	Taking the right action, based on what we know and being responsible for what happens.
Developing Self	Committed to developing own skills, knowledge and abilities to enhance capability.

Leadership Competencies	
Providing Direction	Shaping a vision and environment that enables, inspires and influences others, providing them with a clear sense of direction and purpose.
Collaborative Working	Developing alliances and engaging effectively with partners and stakeholders for the benefit of the Council.
Change Management	Embracing change and continuous improvement for a more effective Council.
Achieving Success	Providing excellent leadership to help others perform at their best and create effective and efficient service delivery.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.



Signed (Job Holder):		Date:
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