

Senior Operations Manager – Contact Camden

Job Title: Customer Service

Job Grade: 5.2

Salary Range: £55,832

About Camden

Contact Camden is the public facing hub of the London Borough of Camden, and with almost 1,000,000 contacts each year, our role is to ensure a great experience for every citizen that contacts us.

About the role

This role is all about leading people collaboratively to achieve our purpose - 'Build trust in Camden, empower citizens and change lives'. It's about leading your teams towards a clear, shared vision, driving customer service excellence and removing barriers for our customers and teams. This is a highly visible leadership role within the council, and you will bring a wealth of experience leading busy, multi-channel contact centres in the public or private sectors. The role will create a positive and engaging environment with a focus on high achievement and role model excellent leadership. You will work closely with the Customer Service Manager at an exciting time in our journey as we redefine contact with our citizens.

As part of our focus on how the council interacts with citizens, we're exploring what builds strong relationships and what people's expectations of contact really are. We are embarking on a digital and cultural transformation journey, building complex journeys into an overall customer experience which values our citizens. We are introducing a truly channel agnostic approach, allowing citizens to engage with us in a way which meets their needs.

About you

Operational leadership

- To be considered for the role you will have an excellent understanding of the day-to-day operations of a busy omni-channel contact centre, you will use your knowledge of the industry and best practice to develop our operating model to be efficient and rigorously focused on customer experience.
- You will be accountable for day-to-day performance in the teams you lead, supporting them to use forecasting information to manage multiple different demand channels efficiently.
- Inspire our staff by demonstrating visionary leadership, being open and transparent about our goals and drivers.
- Create a positive and engaging working environment that fosters innovation and excellence. You and your team will continually be enhancing your skills, experience and performance levels.
- Mentor and develop Managers and Supervisors through regular 1:1's, coaching conversations and co-creating their development plans
- As part of the Customer Services leadership team you'll be expected to have an opinion about topics that don't sit within your area and contribute to the leadership of the department. We are driving to constantly improve and iterate in everything that we can do.

Contact Centre performance

- You'll role model and drive a high-performance culture, you'll do this by creating an environment that is truly citizen first, have a learning mind-set and always be seeking to improve yourself, your teams and the citizen experience
- You and your management team will balance quality and quantity effectively, leading development interventions at a team and individual level to meet standards.
- Be accountable for delivering the Contact Camden performance indicators on a daily, weekly and monthly level
- Be responsible for ensuring operational resilience in our systems and workforce, managing business continuity plans and responses

Contact Centre expert

- You'll have led contact centres and ideally large teams of 100+ people across multiple sites. You will have strong knowledge of contact centre systems and industry best practice. You understand the delicate balance of demand across multiple channels and be passionate about providing excellent service.

Leadership

- You'll have the ability and proven experience in delivering and achieving results through a management team, by engaging and coaching your team to be the best they can be. Strong experience in performance management and HR policies.

Collaborator

- You'll be an expert in working with support teams to achieve results, and able to breakdown silos by working with teams across the council

Innovator

- You can demonstrate how you have done things differently, and you'll have a desire to always improve yourself, your team, the department and ultimately improve the customer experience

Deliver high performance results

- You'll have proven experience in delivering multiple priorities at the same time and proven at delivering high performance

Engaging and a clear communicator

- You'll be a people person who enjoys and has the ability to engage large teams through effective and personable communication

Transforming the citizen experience

You'll be confident working with service managers and Head's of Service to redefine processes around the citizen championing their needs.

- Using your influencing skills, you'll help ensure that services understand their role in providing excellent service, and the impact that their approach can have on citizen journeys.
- You'll understand why customers need to contact Camden Council and you'll be able to tell customer stories which are backed by insight and evidence that will support service re-design that will improve the citizen experience.
- You will have great desire to improve the customer experience, so you'll ensure your team are consistently hitting the quality excellence scores in every call, and be always seeking ways to make things easier for the customer

Work Environment:

- You'll be leading customer service teams from Camden Council main office (Kings Cross) in a hybrid way, with 1-2 days on site.
- You can be asked to work at any council building if required

People Management Responsibilities:

Directly manage: up to 5 Team Managers

Indirectly manage: up to 120 Customer Service Officers

Key Relationships

- Head of Customer & Registration Services, Customer Service Manager, Improvement Manager, Contact Camden Team Managers, Customer Service Programme Manager, Digital & Customer Experience team, HR Business Advisor, Financial Management Accountant, Technology and Service Managers across the organisation

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,

Structure Chart:

