

## **Job Profile**

**Job Profile:** Team Manager, Contact Camden

**Job Range:** Level 4, Zone 1

### **About Camden**

This role is all about leadership. You'll lead a team of up to 15 Customer Service Officers (CSO's) by coaching, performance managing and most importantly removing barriers for your CSO's so they can focus on doing the right thing for customers. It's about leading across Contact Camden so you'll work collaboratively with other Team Managers to ensure we have consistent high performance across the contact centre. You'll be ensuring customers receive an exceptional experience by delivering an efficient and easy experience for customers when they need to contact Camden. You will form strong working relationships with service areas, ensuring it's a two way relationship that works tirelessly to ensure the customer experience is always top priority.

As part of Camden 2025 plan, we're focusing on making things easy for customers. Contact Camden had over one million customer's conversations in 2018 – through phone and email. We're looking for someone who can deliver results through people and make it easy for customers to Contact Camden whenever and however they want. Therefore, we'll be embarking on a three year programme to transform the citizen experience – Contact Camden plays a crucial part in this.

### **About the role**

You will have Contact Centre experience - You'll have led customer service teams and ideally have experience managing a team of more than 10 team members. You'll have the ability and proven experience in delivering and achieving results through a team, by engaging and coaching your team to be the best they can be. Strong experience in performance management and HR policies

You'll be an expert in working with support teams to achieve results, and able to breakdown silos by working with teams across Contact Camden and the council. You can demonstrate how you have done things differently, and you'll have a desire to always improve yourself, your team and ultimately improve the customer experience. You'll have proven experience in delivering multiple priorities at the same time and proven at delivering high performance. You'll be a people person who enjoys and has the ability to engage a team through effective and personable communication.

### **Leadership**

- Lead the team by inspiring, coaching and ensuring they are the appropriate tools to deliver consistent exceptional customer service
- 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 each Customer Service Officer through regular 1:1's, coaching conversations and co-creating their development plan
- Part of the Contact Camden management 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 want positive critique about everything we do, to ensure we become to best we can be

## **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
- Work closely with the Performance Analysts to effectively forecast customer contact, and co-creating resource and build mitigation plans for your team
- Work closely with the Performance Coaches to pro-actively plan the coaching & performance development priorities for team, and work together on process improvements
- Responsible for ensuring your team meet daily, weekly and monthly performance targets
- 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
- Have complete ownership of any barriers that prevent your team delivering exceptional customer service

## **Work Environment:**

- You'll be leading a contact centre team across one of three sites; Contact Camden Hub (Morningson Crescent) and Camden Council main office (Kings Cross)

## **People Management Responsibilities:**

Directly manage: up to 15 Customer Service Officers

## **Key relationships:**

- Customer Service Manager, Performance Analyst's, Performance Coaches, Performance Manager, Improvement Manager, Head of Customer & Registration Services, Customer Service Programme Manager, HR Business Advisor 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 how we're supporting people, 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](http://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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG.