

Job Profile

Job Title: Operations Manager – Contact Camden

Job Grade: Level 4 Zone 2

Salary Range: £47,394 - £54,222

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

Contact 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:

In this role you will be leading teams who are providing the first point of contact through multiple channels and working collaboratively to achieve our purpose - 'Build trust in Camden, empower citizens and change lives'. You will strive to continuously improve citizen satisfaction with the services delivered. You will play an integral role building positive relationships with the services, and leading your teams to work in a relational way with our citizens. Taking a solution-based approach, you will be proactive in making change happen and in defining what a good culture looks like for frontline delivery. You will be able to identify and feedback on the barriers our citizens face when accessing Council services. You will have great interpersonal skills and the emotional intelligence to identify and meet the needs of the citizen via phone, email, face to face and social media. The service operates Monday to Friday from 8am-6pm, but the needs of our residents are paramount, so a flexible approach to work is important.

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.

- **Staff leadership** — You will be the operational head of one of our service families, with overall accountability for performance of a busy contact function. Through the Team Leaders you oversee, you will lead and inspire teams of CROs to deliver on our purpose. You will be dealing with a range of HR matters and ensuring wellbeing, whilst maintaining a rigorous focus on the customer experience. You will lead the develop of your teams, undertake regular 1:1's and coaching conversations with your Team Leaders and helping to co-create their development plans. You will ensure quality and quantity is effectively managed and make recommendations to improve our performance quality framework. You will be open and transparent about our goals and drivers and be responsible for creating a positive and engaging working environment that fosters innovation and excellence. You will ensue that you and your team will continually be enhancing your skills, experience and performance levels and that everyone is working towards a common goal. You will provide clarity around expected outcomes and standards. You will influence those around you to improve the experience for citizens contacting Camden.
- **Organisational Influence** – At the core of your role will be working with the council's service leadership teams, helping them to understand what our customers are telling us about their experiences. This will draw on your negotiation skills, as often services will be juggling multiple competing pressures.
- **Problem resolution/conflict management** – This involves investigating issues, dealing with complaints, escalations, Member Enquiries, Subject Access Requests working in a relational way. You will maintain an overview of the quality of service your teams are delivering and make agile adjustments based on feedback. You will be analysing information, and identifying appropriate solutions including collaborating with stakeholders to remove any barriers for both our staff and citizens and working to continuous improve our services. You will use various communication channels such as phone, email, chat or social media to interact with our citizens and staff. You will use your decision making skills to resolve conflict and empower your staff to use their initiative when dealing with citizens.
- **Performance** – You'll understand there is a person behind every contact and will strive to maximise performance, looking at the bigger picture across all of the services we manage. You will do this by coaching you team leads and supporting them to work in real time to solve demand challenges that arise. You'll use your helicopter view to provide guidance on critical decisions relating to our performance and be able to escalate challenges where necessary.
- **Quality Monitoring:** you be accountable for ensuring the overall accuracy and quality records of citizen interactions, inquiries, and resolutions and ensuring staff use customer relationship management (CRM) systems and relevant databases to track citizen history and preferences. You will have overall responsibility for the quality of the knowledge base and other relevant systems (in service area) with changes to services/legislation and campaigns for area managed. You will have a good understanding of the services you work within as well as an overview of services in other families. You'll ensure staff under your leadership are continually developing and learning from their performance and from best practice.

- **Digital skills:** - You'll be confident in leading in a digitally enabled workplace, being able to access and navigate multiple systems and connected journeys. You'll champion efficient digital working, supporting staff to grow their digital literacy and keep pace with the fast evolution of our digital landscape. knowledge of Microsoft software packages, knows how to communicate safely online, socially and professionally when using a variety of social media platform. Behaving safely and legally online.
- **Continuous Improvement** - 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 will input to overall design and delivery of first class customer experiences using innovation and creativity to think "outside of the box" and ensure services and access channels for customer are continuously improving. You will foster a learning and growth culture within your team.
- **Budgets/Finance** – Provide accurate information on budget spend for area of work managed and work with the Senior Operations Manager to address any over/underspend where necessary.
- **Stakeholder Management** – you will work collaboratively and use your influence skills to build high trust relationships with colleagues/stakeholders in other services to deliver a high quality service to citizens and the best customer experience.

Work Environment:

The role is based at Contact Camden's Contact Centre located on the 11th floor at 5 Pancras Square. Face to face interactions are delivered from the ground floor reception area of 5 Pancras Square. However flexible working arrangements are available/open for discussion and locations may change but notice would be provided of this.

People Management Responsibilities:

Line management responsibility for 3 Team Managers and 2 performance coaches, and responsibility for up to 3 teams of Call Handlers which could include agency staff, apprentices, work experience or secondees.

Relationships:

Senior Leadership, Contact Camden Team Leads, Performance Coaches, Operations Managers, internal and external stakeholders, voluntary sector, Contractors other CRO's and our Citizens.

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.

Is this role Politically Restricted?

No.

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. 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