

Performance & Improvement Manager

Salary Range: £59,759 - £69,584

Grade: 5.2

Location: 5 Pancras Square

**Reports to: Head of Customer & Registration
Services**



About the role

In this role you will be on the sharp end of helping us to achieve our purpose - 'Build trust in Camden, empower citizens and change lives'. Working with senior stakeholders, you will play a vital role in bringing the voice of the citizen into all areas of our business by analysing complex data sets, reviewing processes & systems and making recommendations to improve not only the experience within the contact centre, but across the whole organisation. Leveraging our new ways of working and the investments we have made in technology, you will spear head our drive to make positive change.

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, working in a relational way. We are introducing a truly channel agnostic approach, allowing citizens to engage with us in a way which meets their needs. You will support senior leaders to understand what our citizens want and need, evidencing this by presenting our data in an accessible way.

Leading a team of staff with varied responsibilities, the role requires flexibility and an ability to prioritise competing demands in the context of a busy operational service, ensuring we are making the most of our data and insight to deliver meaningful and sustainable change.

This role is centred on improving the experience for our residents, so the role holder will be able to identify and promote opportunities for us to improve. You'll help us to manage and sustain change, thinking past the immediate solution to ensure we fully embed change to release benefits.

About you

What we want you to bring;

- **Leadership** – You will be responsible for a small but specialist team responsible for collating and analysing data from multiple different systems however you will also play a critical role in the heart of our senior leadership team. Championing the customer, you will inspire a similar ethos in those you lead, helping them navigate complexity and cultural barriers. You'll be passionate about unlocking individual potential and developing both your team and their capabilities. Your leadership skills will be put to use more widely across the organisation, working in matrix teams as required to drive transformation. This will mean you may find yourself leading multi-disciplinary groups with competing priorities.
- **Organisational Influence** – At the core of your role will be working with some of the council's most senior leaders at Head of Service and Director level, helping them to understand what our customers are telling us about their experiences and aspirations. This will draw on your negotiation skills, as often services will be juggling multiple or competing pressures. You will be able to build trusting working relationships quickly, demonstrating both personal and departmental credibility and using this to advocate for our customers at all times. You will be confident in dealing with challenge and in managing politically sensitive conversations. Often deputising for the Head of Service, you will lead on corporate initiatives both inside and outside of the department and may be required to present at committee meetings.
- **Data & Analytics** – You will understand the critical need for evidenced based transformation and be able to understand multiple, complex data sets, drawing insight from these. Working within the council's Data strategy, you will leverage the information we hold to make observations and recommendations regarding impact for citizens, developing reporting and analysis cycles which feed into our corporate priorities. You will understand legislative requirements relating to data collection, retention and disposal and oversee the departments information assets.
- **Continuous Improvement** - Playing a leading role in our Citizen Interaction programme, you will spearhead improvement both within the contact centre and within our council services. You will be skilled in leading transformational change and shaping people, process and technology to optimise citizen experience. You'll be professionally curious, digging underneath systems and processes and redesigning them with our customers at the heart. Working closely with organisational design, strategic change and our digital products and services teams you'll draw on both your expertise and those of others to make sure we are doing the right thing for our customers, not sticking with the status quo. You'll be bold, imaginative and creative in your approach, working in an agile way to test and learn iteratively. With a good understanding of change methodology, you'll ensure a best practice approach to embedding change.

The things you'll achieve

Experience

- Excellent understanding of contact centre, in particular data and analysis
- Experience of change management, including working within a framework to affect sustained change
- Strong understanding of Local Government services
- Outstanding presentation and delivery skills
- Experience of working with senior stakeholders
- Experience of sharing complex information in an accessible way.

You have

- A citizen centred ethos
- The ability to work collaboratively but to champion what you believe to be right
- Expert understanding of contact centres and analysis of contact centre data
- Resilience to work at pace and independently when needed
- The ability to inspire and motivate not only your own team, but the whole of the department.
- A deep understanding of change management principles.

People management

You will lead a small but diverse team of analysts, project officers and trainers. You'll be expected to play an active role in the matrix management of the service, as part of the senior leadership team.

Work environment

This is a hybrid role between working from home and our office on the 11th floor at 5PS, however travel to other sites both in Camden and nationally may be required.

Who you will be working with

As part of the Contact Camden Leadership Team, you will work closely with Phil Quickenden, our Head of Service, our Senior Operations Managers and Programme & Delivery Manager on a daily basis. This role will require frequent engagement with senior leaders across the council and partner organisations.

The application process

Candidates will be invited to an online interview, an assessment exercise and will be asked to give a presentation as part of the interview process.

Who we are

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 those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

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.

Asking for Adjustments

Camden is committed to making our recruitment practices 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

