**Job Profile Information: Head of Customer and Registration Services**

**This supplementary information for Head of Customer and Registration Services is for guidance and must be used in conjunction with the Job Capsule for Level 6, Zone 2.**

We want to make Camden a better borough – a place where everyone has a chance to succeed and where nobody gets left behind. Together, we will create a place that works for everyone, and where everybody has a voice.

**Role Purpose:**

*To play a central role in delivering the Council’s ambitions to put residents at the heart of service design through leading the development and implementation of the Council’s customer experience strategy. The role will work collaboratively to ensure the delivery of effective, high quality and customer focused services across all channels in support of the Council’s wider outcomes set out in Camden 2025, driving performance and continual improvement with excellent innovation, digital, budget and people management skills.*

**Example outcomes or objectives that this role will deliver:**

* Leading the development and implementation of the Council’s Customer Experience Strategy, ensuring residents and other customers have a voice and are at the heart of service and channel design
* Working collaboratively and flexibly with services and partner organisations to deliver the Camden 2025 and Our Camden Plan outcomes, leading and supporting council wide change programmes as required.
* Ensuring high quality and effective operational delivery of services across all channels, including a 24/7 service, using data to drive performance and continual improvement in people’s experiences, utilisation of resources and the services’ efficiency
* Leading the Council’s Registration Services through a period of significant change, balancing statutory requirements with commercial acumen to deliver income targets (formal role of Proper Officer)
* Alongside colleagues in Shared Digital, lead the Council’s approach to digital service delivery (as senior Product Owner for the website/Camden Account) and effective use of data including developing the single view of the customer infrastructure, agile technology implementation and working practices
* Lead a large workforce in the Camden Way – ensuring staff have the skills, tools, motivation and leadership to work as one team and perform well alongside working with Organisational Development to ensure consistently high standards across the Council
* Direct responsibility for significant budgets, both operational and project/programme funding, developing business cases, managing risk and ensuring effective benefit realisation for new initiatives
* Leading council-wide change programmes
* Ensure services are accessible to all, ensuring no-one gets left behind
* Advise the Tier 2 post-holder(s), Council and Members (as appropriate) when necessary on the work of the divisions and groupings of services the post holder is responsible for and give specialist / technical advice.
* Represent the Council on a local, regional and national basis in relation to specific service(s) and areas of expertise as appropriate.

**Key services:** Telephony, face-to-face reception, processing, digital customer improvement, Customer Insight, out of hours team, customer service training

**Key stakeholders:** Residents and businesses, elected members, External agencies and authorities, other council services

**People Management Responsibilities:**

Direct line management for three direct reports, covering a workforce of 202 staff in total. In addition the role will need to lead project and programme teams across organisational boundaries*.*

**Relationships;**

Residents, visitors and businesses

Members – strategic development and member enquiries

Internal – staff across organisation, leadership teams across the organisation

Contractors – IT delivery partners

Statutory – General Registration Office (GRO)

**Work Environment:**

Office based with agile working.

**Technical Knowledge and Experience:**

Strong experience and knowledge of customer services in a complex organisation.

Excellent operational management experience, leading a demand driven, high profile, fast paced service.

Strong financial and budget management experience including highly effective contract management, efficiency improvements and procurement

Strong people management and leadership skills, evidencing a track record in successfully delivering change and high performance

Strong interpersonal and communication skills, evidencing sound political acumen, influencing and collaboration skills across organisational boundaries

Experience of using data to drive continuous service improvement and change with a strong customer focus and highly effective programme delivery

Evidence of developing creative and strategic solutions to challenges.

**Camden Way Five Ways of Working***In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>

**Chart Structure**

Director of Finance, Director of Law, Director of Strategy, Director of HR, Chief Digital Officer, Director of Communications, Director of Programmes

Executive Director Corporate Services

Registration Service Manager

Customer Services Manager

Customer Services Manager

Customer Programme Manager

Head of Customer and Registration Services

Head of Parking Services, Head of Benefits, Head of Credit Control, Head of Council Tax & Business Rates, Customer Insight and Improvement Manager

Director of Customer Services