**Job Profile: Customer Service Team manager**

**This supplementary information for Customer service team manageris for guidance and must be used in conjunction with the Job Capsule for Job Family: Customer services, Level 4, Zone 1, Camden Way Category 4.**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

Lead, advise and manage a team of customer service officers with expertise in, and responsibility for, front line service delivery across multiple customer access channels to provide cost efficient and customer focussed service access. To focus on empowerment and enablement of CSO’s.

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

* Take responsibility for and lead the front line delivery of multiple channel customer access service areas providing a coordinated, consistent, efficient and customer focussed service and achieving set access targets and on-going improvements to the customer experience.
* Undertake project management and liaise directly with professional services within the assigned service area/s to ensure successful provision of front line access according to quality and quantity targets agreed with the Contact Centre manager and Insight and improvement team.
* Manage, coordinate and report on the implementation of key performance indicators across the service area/s, delivering a service which is in line with the overall customer service strategy and agreed performance measures (focus on quality of customer service delivery).
* Lead, manage and motivate your team to become empowered and enabled, effectively deliver all service objectives; ensuring coaching, appraisal and management systems are embedded and relevant HR procedures are adhered to.
* Model and support the development of a performance, customer focussed, empowered and enabled culture where work processes, staff attitudes, IT systems and management approaches combine to maximise positive outcomes for the customer and minimise complaints.
* Regularly evaluate and assess the operational working of the assigned service area/s alongside the Contact Centre manager and Insight and Improvement team to successfully deliver a rolling programme of service improvement projects.
* Collaborate with customer service teams and other professional service areas in order to champion the Council’s approach to customer service and contribute any feedback received to local service planning and performance setting discussions.
* Ensure service delivery meets with organisational requirements for quality management, health and safety, legal stipulations, environmental policies and general duty of care.

**People Management Responsibilities:**

Up to 15 members of staff

**Relationships;**

Works closely with other teams across Contact Camden and the wider Customer Services teams.

Expected to build relationships with business partners and service leads from a variety of service groups that have links with services provided by Contact Camden overall

Works closely with other internal and external stakeholders where necessary

**Work Environment:**

The job is office based at Contact Camden’s Contact Centre located at the Crowndale Centre. Travel to King’s Cross offices, Holmes Road and other sites will be required.

**Technical Knowledge and Experience (detailed below are the role and functions that were identified in staff engagement sessions for an ‘Empowered and Enabled’ Customer Service Team Manager within any aspect of Contact Camden):**

* Resolve high level escalations and complaints
* Work effectively with service partners to drive service improvements
* Responsibility for ensuring that staff are delivering high performance and high quality customer services across multiple customer access channels
* Effectively lead team
* Effectively motivate staff, reward and recognise excellent performance
* Support the learning and development needs of staff, including regular staff 121’s and coach and develop staff
* Responsible for managing staff disciplinary issues and HR issues, e.g. sickness/ leave
* Support real time service delivery e.g. using Mitel to understand live service demands and action accordingly
* Ensure that customer insight from staff feeds back into contact centre and service improvements
* Oversee and quality check staff output, e.g. letters and casework

**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>