

Job Capsule Supplementary Information

**Improvement Manager – Customer Services**

**Job Family:** Customer Service **Job Zone:** 5.1

**Role Purpose**

This role is all about transforming the citizen experience. As part of Camden 2025 plan, we’re focusing on making things easy for customers. Therefore, we’re embarking on a three year programme to transform the citizen experience, Contact Camden plays a crucial part in achieving this objective. Contact Camden had over one million customer conversations in 2018 – through phone and email. We believe many of these contacts can be prevented if we re-design our services and the way we work. You’ll be part of the Customer Services team and form a close partnership with a variety of stakeholders to re-design our services within Camden Council. You’ll be insight led; always seeking evidence from different sources and analysing data to innovate and improve. As the Contact Camden Lead on the ‘transforming the citizen experience’ programme, you’ll play a critical role in re-designing services by turning insight into action, and working with service areas on understanding failure demand, be part of service design and implement any change within Contact Camden. This role will own the Customer Service improvement plan, and lead on delivering key projects and improvements across Contact Camden.

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

**Leadership**

* Even though this role doesn’t directly line manage people, you’ll be expected to role-model leadership behaviours, as this will be a high profile role working across the council with different service areas and a range of different stakeholders`
* Working with teams to find solutions to complex problems and processes
* Highly ‘hands on’ role, lead on key strategic projects using data, insight and financial modelling to influence multiple stakeholders and drive the right decisions
* Part of the Customer Services leadership 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

**Delivering Contact Camden improvement projects**

* Be a Contact Camden subject matter expert; it’s important you understand how Contact Camden works, and how Contact Camden are part of the re-designing of services across the council
* Understand Contact Camden’s current service offering across the council, and ensure the service offering is documented and kept updated
* Own, lead and deliver the Contact Camden improvement action plans
* Deliver a continuous improvement system and culture, which engages agents to suggest and implement improvements
* Lead on planning and delivering a new unified communications platform
* Take ownership of the Contact Camden technology issue log and own the day to day relationship with IT; ensuring technological issues are limited and don’t impact service delivery
* Be the Contact Camden process owner for any new processes that are produced from the service re-design transformation project; ensuring new processes are effectively implemented

**Transforming the citizen experience**

* You’ll understand why customers need to contact Camden Council; by ensuring we effectively capture demand data and you’ll be able to turn this data into actionable insight. You’ll have strong relationships across the Council, so you’ll be able to tell customer stories which are backed by insight and evidence that will support service re-design that will improve the citizen experience
* You’ll 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
* You’ll be a master at breaking down complex deliverables into clear achievable steps that are understood by teams

**People Management Responsibilities:**

No line management – however you’ll indirectly lead people to achieve results, so you need to know how to get the engage, motivate and get things done through people

**Key relationships;**

* Head of Customer & Registration Services, Customer Service Manager, Customer & Digital experience team, Performance Manager, Customer Service Programme Manager, Contact Camden Team Managers and Service area Managers across the organisation

**Work Environment:**

You’ll split your time between the Contact Camden Hub in Mornington Crescent and Camden Council’s main office in Kings Cross. Occasionally, you may be needed to attend meetings at the Repairs Contact Centre in Kentish Town

**Technical Knowledge and Experience:**

**Project management & business change**

You’ll have the ability and proven experience in delivering and achieving results through people you don’t directly manage, with the ability to engage and influence stakeholders. You’ll be able to demonstrate how you’ve led customer service projects and improvements

**Collaborator**

You’ll be an expert in working with support teams to achieve results, and able to breakdown silos by working with teams across the council

**Innovator**

You can demonstrate how you have done things differently, and you’ll have a desire to always improve yourself, your team, the department and ultimately improve the customer experience

**Deliver high performance results**

You’ll have proven experience in delivering multiple priorities at the same time and demonstrate how you’ve delivered transformational projects

**Customer experience**

Desire and experience of improving services and making things easy for customers

**Leadership behaviours:**

1. Inspire
2. Develop people
3. Collaborate
4. Drive quality and value
5. Influence

**Camden Additional Behaviours – identify one or two relevant additional behaviours with the appropriate level for this role:**

Analysis and judgement

**Structure Chart:**

