

**Job Capsule Supplementary Information**

**Performance Coach**

**This supplementary information for the Performance Coach is for guidance and is a Job Level 3 Zone 2, Category 3**

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**

The Performance Coach plays a crucial role in ensuring Camden citizens receive an exceptional service when contacting Camden Council. The role helps to achieve this aim by coaching our Customer Service Officers (CSO’s) and improving processes, which will enable us to deliver excellence with every customer contact. We have over 100 CSO’s in Contact Camden who between them have over one million customer conversations every year. Therefore, by identifying knowledge gaps and developing the CSO’s, the Performance Coach will have a direct impact on the service received by our customers. The ability analyse the skills gaps and know how to provide the most effective coaching is essential. In this role, you’ll work with Team Managers to co-create development plans with each CSO, side by side call listening, group coaching sessions and lead on supporting new team members joining Contact Camden. You’ll be part of a team of Performance Coaches, who will work together on developing capabilities, skills and knowledge throughout Contact Camden, and enable CSO’s to become the best they can be by delivering the highest level of customer service to our citizens with an aim to getting the issue resolved first time round. This role will constantly look for ways to improve customer service through coaching CSO’s to have better customer conversations, fixing broken processes, surfacing customer/CSO pain points and support re-designing how we deliver services to citizens.

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

**Improving performance through people**

* You will improve CSO’s call quality and technical competency by side by side coaching, and support co-creating CSO personal development plans
* Strategically plan, prioritise and deliver coaching interventions with the Contact Camden management team
* Plan and deliver coaching and subject matter expert training one to one, in small groups and team events
* Design and deliver a new Contact Camden induction
* Lead on the new team member on-boarding and induction weeks
* Report the call quality score across Contact Camden; on a department, team and individual level

**Improving performance through process**

* Drive continuous improvement within Contact Camden by identifying improvements and working with Team Managers & CSO’s to deliver quick wins
* Support with the implementation and embedding of new processes and ways of working
* Identify and implement process improvements; using root-cause analysis, systems thinking and engaging CSO’s
* Work closely with service areas to fix broken processes and to collaborate on process improvements – ensuring the customer journey is at the forefront of all changes

**Own frameworks, templates and learning tools**

* Design and own the personal development plan template
* Create and implement a new call quality and scoring framework
* Create and design new learning tools and training content; including enhancing our online offer and the induction programme for new starters within Contact Camden
* Own the Contact Camden knowledge base – ensuring the most up-to-date information and processes are available for CSO’s
* Identify training needs through the quality framework and skills matrix

**People Management Responsibilities:**

No people management

**Key relationships;**

* Customer Service Manager, Performance Manager, Performance Coaches, Performance Analysts, Senior CSO’s, Team Managers, Improvement Manager & Head of Customer & Registration Services

**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:**

**Strong experience in training and coaching**

You’ll have strong experience and ability in coaching with a toolbox of techniques to improve agent performance. Ideally, you’ll have a customer service background with experience in delivering inductions and on-going coaching development

**Experience in process re-engineering, root cause analysis and systems thinking**

You’ll have experience in improving processes and re-designing how things work; showing innovation and tenacity in approaching things differently

**Engaging and a clear communicator**

You’ll be a people person who is respected by teams due to your clear and personable communication, knowledge and skills

**Deliver high performance results**

You’ll have proven experience in delivering multiple priorities at the same time and proven at delivering high performance

**Collaborator**

You’ll be someone who is able to work alone, and more importantly as part of a team. This role requires someone who is great at and enjoys building relationships with a range of people and roles

**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>