

**Job Capsule Supplementary Information**

**This supplementary information for the Team Manager, Contact Camden (Emergency Telephone Service - ETS)**

**is for guidance and is a Job Level 4, Zone 1, 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**

This role is all about leadership. You’ll lead a team of up to 15 Customer Service Officers (CSO’s) by coaching, performance managing and most importantly removing barriers for your CSO’s so they can focus on doing the right thing for customers. It’s about leading across Contact Camden so you’ll work collaboratively with other Team Managers to ensure we have consistent high performance across the contact centre. You’ll be ensuring customers receive an exceptional experience by delivering an efficient and easy experience for customers when they need to contact Camden. You will form strong working relationships with service areas, ensuring it’s a two way relationship that works tirelessly to ensure the customer experience is always top priority. ETS is a critical service operating between 6pm-8am weekdays and weekends; enabling citizens to contact us about emergencies 24/7. The Team Manager will work across the organisation to ensure emergency processes and policies are aligned and consistent to ensure we deliver every time a citizen needs us in an emergency. This role will work 50% of their time between 8am-6pm weekdays and 50% between 6pm-10am weekdays and weekends.

As part of Camden 2025 plan, we’re focusing on making things easy for customers. Contact Camden had over one million customer’s conversations in 2018 – through phone and email. We’re looking for someone who can deliver results through people and make it easy for customers to Contact Camden whenever and however they want. Therefore, we’ll be embarking on a three year programme to transform the citizen experience – Contact Camden plays a crucial part in this.

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

**Leadership**

* Lead the team by inspiring, coaching and ensuring they are the appropriate tools to deliver consistent exceptional customer service
* Create a positive and engaging working environment that fosters innovation and excellence. You and your team will continually be enhancing your skills, experience and performance levels
* Mentor and develop each Customer Service Officer through regular 1:1’s, coaching conversations and co-creating their development plan
* Part of the Contact Camden management 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

**Contact Centre performance**

* You’ll role model and drive a high performance culture, you’ll do this by creating an environment that is truly citizen first, have a learning mind-set and always be seeking to improve yourself, your teams and the citizen experience
* Work closely with the Performance Analysts to effectively forecast customer contact, and co-creating resource and build mitigation plans for your team
* Work closely with the Performance Coaches to pro-actively plan the coaching & performance development priorities for team, and work together on process improvements
* Responsible for ensuring your team meet daily, weekly and monthly performance targets
* You will 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
* Have complete ownership of any barriers that prevent your team delivering exceptional customer service

**People Management Responsibilities:**

Directly manage: up to 15 Customer Service Officers

**Key relationships:**

* Customer Service Manager, Performance Analyst’s, Performance Coaches, Performance Manager, Improvement Manager, Head of Customer & Registration Services, Customer Service Programme Manager, HR Business Advisor and Service Managers across the organisation

**Work Environment:**

* You’ll be leading a contact centre team across one of three sites; Contact Camden Hub (Mornington Crescent) and Camden Council main office (Kings Cross)

**Technical Knowledge and Experience:**

**Contact Centre experience**

You’ll have led customer service teams and ideally have experience managing a team of more than 10 team members

**Leadership**

You’ll have the ability and proven experience in delivering and achieving results through a team, by engaging and coaching your team to be the best they can be. Strong experience in performance management and HR policies

**Collaborator**

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

**Innovator**

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

**Deliver high performance results**

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

**Engaging and a clear communicator**

You’ll be a people person who enjoys and has the ability to engage a team through effective and personable communication

**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>