**Job Profile**

**Job Title: Head of Customer and Registration Services**

**Job Grade: Level 6, Zone 2**

**Salary Range**: **£69,072 to £84,424**

**About Camden**

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we’re not just home to UK’s fast-growing economy. We’re home to the most important conversations happening today. And we’re making radical social change a reality, so that nobody gets left behind. Here’s where you can help decide a better future for us all. You will lead a large, diverse team of people having nearly 1 million interactions with citizens each year. You will play a key role in putting people at the heart of service design – working across your team, the wider organisation and the community to deliver a positive experience, effective use of resources and improved outcomes for residents, visitors and organisations.

**About the role**

Reporting to the Director of Customer Services, this is a senior management position that will play a central role in delivering the Council’s ambitions to put residents at the heart of service design through leading the strategic development and delivery of high volume 24/7 citizen focused services. The role will work collaboratively with colleagues, users and partner organisations to ensure the delivery of effective and high quality 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, service design, budget and people management skills.

**You will:**

* Lead the development and implementation of our strategy for citizen contact, ensuring residents and other service users have a voice and are at the heart of service and channel design
* Work collaboratively and flexibly with staff, services, users and partner organisations to deliver the Camden 2025 and Our Camden Plan outcomes, leading and supporting council wide change programmes as required including the future of work programme post Covid 19.
* Ensure high quality and effective operational delivery of services across all channels, including a 24/7 service, using data and customer insight to drive continual improvement in people’s experiences and outcomes, utilisation of resources and the services’ effectiveness
* Leading the Council’s Registration Services, delivering statutory requirements with empathy and showing creativity and commercial acumen to improve income collection
* 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 with a strong focus on well-being and anti-racism work, delivering a high quality experience for service users, relational practice and equality of opportunity for staff
* Direct responsibility for significant budgets, both operational and project/programme funding, developing business cases, ensuring effective benefit realisation for new initiatives and financial savings as required and managing risk, including health and safety
* Understand the concepts of agile delivery methodologies on both digital and service developments, initially focusing on the implementation of a new case management solution across the service
* Ensure services are accessible to all, ensuring no-one gets left behind through engagement with service users, especially those with additional access needs
* 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.

**About you**

* A motivational leader, able to develop and communicate a shared vision across large diverse teams
* Excellent operational management experience, leading a demand driven, high profile, fast paced service with an understanding of delivering people focused services in a large complex organisation.
* Strong people management and leadership skills, with the ability to create effective teams that listen, question, learn and collaborate to deliver positive outcomes for citizens. A clear understanding of what high performance and equality means for the service including evidence of leading work on anti-racism and well-being as we move out of the pandemic response.
* Strong interpersonal and communication skills, evidencing sound political acumen, influencing and collaboration skills across organisational boundaries to develop shared goals and resolve conflict
* Experience of using data and human centred design to drive continuous service improvement and design with a strong user focus, participative approach and highly effective programme delivery
* Evidence of developing creative and strategic solutions to complex challenges, using agile methodologies and being comfortable with change and ambiguity.
* Strong financial and budget management experience

**Work Environment:**

Combination of office (Camden based) and agile working.

**People Management Responsibilities:**

Direct line management for five direct reports, covering a workforce of c200 staff. 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)
Partner organisations

**Over to you**

We’re ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we’re supporting people, and we’ll redefine what a career can be. If that sounds good to you, we’d love to talk

**Is this role Politically Restricted?**

No

**Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

**Agile working**

Camden is committed to understanding and improving the experience of living, working and visiting the borough and our workforce should feel a connection with the place and its people. The nature of your role will determine how often you will need to come into Camden to deliver services directly, work with your team and collaborate with others. Nevertheless, we focus on outcomes, not presenteeism and offer flexibility to our workforce. We create trusting relationships, embrace innovation and value people. Collaboration is the Camden way, silo working isn’t.

At Camden we are proud to be one of Hire Me My Way’s inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,