

## **Job Profile – Customer Services Team Manager (Performance)**

**Job Title: Customer Services Team Manager (Performance)**

**Job Grade: Level 4 Zone 1**

**Salary Range: £38,297 - £44,424**

### **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.

### **About the role**

This role is all about leadership. As an experienced Performance Manager, you will have a full understanding of how and why performance monitoring, forecast planning and strong analytical delivery is key to the success of any organisation. This role is all about planning and organisation from staff planning, annual leave rotas and identifying individual performance contribution.

Where required, you will be expected to support other Team Managers and lead a team of up to 15 Housing repairs co-ordinators

### **About you**

You'll have in depth of knowledge of contact centres, performance management and ideally a background in Planning and scheduling and have managed large teams.

You must be able to set, deliver and achieve targets by extensive forecast planning by removing barriers and supporting your team from the front. Where required you will deputise for the Customer service manager and support other Team Managers.

This role is all about leadership, ownership and responsibility and always thinking from the customers point of view.

You will be able to lead the team by inspiring, coaching and ensuring they have the appropriate tools to deliver consistent exceptional customer service.

You will always 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. You will mentor and develop a Senior Housing repairs co-ordinator through regular 1:1's, coaching conversations and co-creating their development plan. You'll be a people person who enjoys and has the ability to engage large teams through effective and personable communication

You'll be experienced in achieving set targets for call handling and order processing and always lead by example. You'll be experienced in working with support teams to achieve results and be able to demonstrate how things can be done differently to increase customer satisfaction.

**Work Environment:**

You'll be based at Holmes Road

**People Management Responsibilities:**

Directly manage up to 1 Senior Housing repairs co-ordinator but also the wider team when required.

**Relationships:**

Head of Property Customer Services & Engagement, Head of Repairs and Operations, Customer Service Manager, Housing repairs contact centre Team Managers, Repairs Operations Managers, HR Business Advisor and Service Managers across the organisation

**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?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

**Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

**Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we 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](http://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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG.