

## Job Profile

**Job Title: Performance Coach**  
**Job Grade: Level 3 Zone 2**  
**Salary Range: £34,629 - £40,171**

### **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. The Performance Coach role plays a key part in ensuring our staff have the skills and expertise's to deliver for the citizens of Camden, as well as, having the ability to identify gaps in knowledge and process improvement to promote a continuous learning culture and ultimately ensure our customers have the best experience when contacting the council.

### **About the role**

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.

### **About you**

#### **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

**Leadership behaviours:**

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

**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

**Work Environment:**

You'll split your time between the Contact Camden Hub in Mornington Crescent and Camden Council's main office in Kings Cross.

**People Management Responsibilities:**

No people management

**Relationships:**

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

**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,