**Job Profile - Team Manager, Contact Camden**

**Job Title: Team Manager, Contact Camden**

**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.

As part of Camden 2025 plan, we’re focusing on making things easy for customers. Contact Camden has over one million customer’s conversations each year – 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 programme to transform the citizen experience – Contact Camden plays a crucial part in this.

**About the role**

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.

**About you**

* You will have experience of leading a team by inspiring, coaching and engaging to ensure they have the appropriate tools to deliver consistent exceptional customer service
* Leads by creating 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 have experience of mentoring and developing a team through regular 1:1’s, coaching conversations and co-creating their development plan
* You will be part of the Contact Camden management team and will contribute to the leadership of the service. You will be confident to give positive, assertive critique about what we do, to ensure we become to best we can be

**Work Environment:**

The role is office based in 5PS managing the face-to-face team

**People Management Responsibilities:**

Up to 15 direct reports

**Relationships:**

You will be engaging with multiple services daily for whom we provide customer service.

**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](http://camdocs.camden.gov.uk/HPRMWebDrawer/Record/8081811/file/document?inline).

**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](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page2) 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). 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,