

## **Job Profile – Team Manager – Emergency Telephone Service**

**Job Title: Team Manager, Emergency Telephone Service (ETS) – 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.

### **About the role**

This role is all about leadership. You'll lead a team of up to 15 Customer Service Officers (CSOs) by coaching, performance managing and most importantly removing barriers for your CSOs 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 approximately 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 2021 – 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.

### **About you**

#### **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

### **Work Environment:**

The ETS team work from home so the ETS Manager can work from home for the majority of the time but will be required to attend the office to network with other team managers and attend away days as and when required by the Head of Service of line manager. The post holder will also be required to attend the office for any training that is required.

### **People Management Responsibilities:**

Directly manage: up to 15 Customer Service Officers

### **Relationships:**

- Customer Service Manager, Performance Analyst's, Performance Coaches, Performance Manager, Head of Customer & Registration Services, Customer Service Programme Manager, HR Business Advisor and Service Managers across the organisation including the Emergency Management Team (EMT).

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

### **Is this role Politically Restricted?**

No.

### **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,