



RUTLAND COUNTY COUNCIL

JOB DESCRIPTION

Position Title:	Customer Service Manager
Grade:	PO3
Directorate:	Resources
Department:	Governance
Responsible to:	Head of Corporate Governance
Responsible for:	7 Customer Services Advisors

Overall Purpose of the Post:

To provide dynamic operational leadership, management and coordination of the Council's Customer Service function, helping the Head of Service and organisation to drive the transformation and development of the customer service ethos throughout the Council to achieve optimum customer satisfaction.

Major Objectives:

1. Act as the primary focal point on all aspects of customer service, to ensure the organisation delivers first class customer services to a diverse community.
2. Develop and manage the Customer Service Team to build the service and be instrumental in developing information technology capability to deliver a customer access strategy, which in turn feeds into core business models across the organisation.

Principal duties and responsibilities:

1. Provide innovative leadership, direction, development and support to the staff working within the service and to users of the service to help the Council to achieve tangible improvements to how it supports internal and external customers.
2. Undertake management responsibilities in respect of the customer services team including training and development, appraisals, discipline, performance issues and other delegated responsibilities.
3. Develop and improve the quality and sustainability of service for all users across all divisions, working with departmental leads, particularly IT in development of the Council's Intra/Internet to create an intuitive one-stop service.



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4. Develop effective methods for collecting data from in-house performance measurement tools, consultation and engagement processes and promote the use of this data to improve services and assessments of community priorities and needs.
5. Compile and present statistical reports on the above data for Members, Senior Officers and other stakeholders as required.
6. Design and deliver the 'Customer Service Model' training and development for all stakeholders, including external bodies.
7. Develop policies, protocols and standards to support the Council's transformation and ongoing development of the service.
8. Continuously review all standard operating procedures and processes to ensure that these are well documented and best practice is delivered to the customer on every occasion.
9. Manage assigned budgets in accordance with financial and contract procedure rules.
10. Be the key driver in setting the tone, standards and ethos of customer services across the organisation.

STANDARD CLAUSES

1. Training

You will keep under review the training and developmental needs of staff, keep yourself informed of current issues and be alert to Rutland County Council's and other relevant bodies training programmes and policies.

2. Welfare

You have a responsibility for staff welfare, guidance and support in conjunction with the Human Resources and other appropriate staff.

3. Health and Safety

You will take reasonable care for your health and safety and that of other persons who may be affected by the performance of your duties. Where appropriate you will safeguard the health and safety of all persons and premises under your control and guidance in accordance with the provisions of Health and Safety legislation and Rutland County Council's and Departmental codes of practice and procedures. You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.



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4. Equal Opportunities

You will uphold Rutland County Council's Equal Opportunities practices in accordance with the Council's Equality and Diversity Policy, to ensure the promotion of fair and high quality services to all.

5. Customer Care

You will promote and deliver fair and high quality customer care services that are sensitive and responsive to customers and in accordance with Rutland County Council's Customer Care Policies. You will ensure efficient and effective implementation of customer care policies by staff whom you supervise.

6. Financial Management

To be aware of your responsibilities under the constitution of the Council relating to financial and contract procedural rules.

7. Technology

Where appropriate you will work with computers and other new technology and associated systems as required and support staff in its use.

8. Risk Management Responsibility

You will take reasonable steps to ensure awareness of corporate and operational risk that impact on, or might be impacted on by the work undertaken by yourself, or by persons under your control or guidance. Where appropriate you will ensure that appropriate and effective action is taken to mitigate those risks. You will ensure that persons under your control or guidance are made aware of, and understand both risks impacting upon them and any mitigating actions required of them.

You will take reasonable steps to ensure your awareness of any issues identified in strategic or operational Risk Registers that impact on, or might be impacted on by the performance of your duties. You will exercise the proper care in carrying out actions to mitigate such risks as directed by your line manager or by corporate or departmental statements of policy.

9. Environment

You will ensure the impact of your work on natural resources is minimised in line with the Council's commitments to ensure efficient and effective use of natural resources and to reduce negative impacts on the environment within its operations.



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You will familiarise yourself and work in accordance with the County Council's environmental policies and established office and work practices, including, but not limited to, those contained on the Environmental Policies webpage on the Staff Intranet available via the Climate Change intranet pages.

10. Other duties

This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general areas of responsibility and grade of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.



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JOB REQUIREMENTS

CRITERIA	ESSENTIAL	DESIRABLE	*METHOD OF
<u>QUALIFICATIONS/ TRAINING/EDUCATION</u>			
Educated to degree standard	✓		A/I
<u>EXPERIENCE / KNOWLEDGE</u>			
Experience of managing an innovative service in a customer service orientated environment.	✓		A/I
Track record of improving and delivering services to high standards against key performance indicators for customer service.	✓		A/I
Experience of developing a forward facing service including development of staff, service level agreements and customer satisfaction models.		✓	A/I
Experience of managing a team and customer relationships within a large organisation.	✓		A/I
Knowledge of data analysis and presentation in report and presentation format.		✓	A/I /T

JOB REQUIREMENTS (continued)

<p><u>SKILLS</u></p> <p>Excellent communication skills across a range of formats and audiences.</p> <p>Able to manage and deal with complex, challenging or threatening situations</p> <p>Positive attitude and ability to motivate self and others to achieve optimum results.</p> <p>Excellent IT skills, particularly development of web functionality, Microsoft Word, Excel, Outlook, PowerPoint and Explorer</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>		<p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p>
<p><u>EQUAL OPPORTUNITIES</u></p> <p>To operate the service, in terms of employment and service delivery, in ways which contribute to and maximise equality of opportunity.to and maximise equality of opportunity.</p>	<p style="text-align: center;">✓</p>		<p style="text-align: center;">A/I</p>

*** A = Application Form D = Documentary evidence I = Interview**

NOTE: These requirements must be reviewed each time this post becomes vacant. The reviewing officer must sign below. If changed, please submit both the original job description and amended job description to Human Resources.

DATE	CHANGE - YES/NO	PREPARED BY (Name & Position Title)
9 th September 2014	New	Diane Baker, Head of Corporate Governance