

Job Profile

Customer Service & Transformation Manager

Grade: Job Size 1

Date created: 13th March 2017

About the Job

To lead and manage the Council's Customer Transformation Service and contribute to the delivery of the council's strategic and corporate objectives.

To be part of the City Council's wider leadership team supporting the strategies, plans and policies of the council, ensuring the sustainable delivery of effective, efficient, innovative and entrepreneurial services and the development of strong and cohesive communities.

Work to build constructive operational relationships within and beyond the City Council, including councillors.

This is what we need you to do...

- Lead, motivate and empower the customer transformation team by coordinating workload and providing guidance and direction ensuring that productivity and customer satisfaction is of a high standard and the service is resilient and able to respond effectively to demand.
- To drive the transformation of customer services to maximise opportunities for self-service and direct 24/7 access, in order to reduce customer demand
- To deliver services which are customer focused, friendly, approachable, reliable and outcome focused
- To develop the Council's policies, procedures and approaches to complaints to maximise early resolution
- Manage service delivery within agreed budgets and ensure the effective deployment of resources so that the Council achieves its objectives within the overall council plan
- Lead the delivery of services that are designed to meet customer needs and expectations
- Manage the performance of staff, enabling individuals to maximise their contribution, to deliver great services and hold them to account for the delivery of their objectives. Foster a culture of continuous personal and professional development and effective performance management.
- Support the development of entrepreneurial and commercial opportunities to generate income, reduce expenditure and deliver financially sustainable services
- Develop constructive partnerships with stakeholders (internal and external); and through effective engagement and clear communication, create a collaborative working environment that drives performance and continuous service development.
- Understand and manage risk.
- Lead by example, inspire transformational change and display the Council's behaviours and values at all times.
- Deputise at Head of Service level in relation to matters within your remit.
- Carry out such duties as may be required and are commensurate with the grade of the post, including participation in the City Council's emergency response team.
- Champion the principles of asset based community development and ensure that they are embedded within the service area

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Experience of successfully leading, developing and implementing policies and projects.
- Experience of working in a customer services environment
- Track record of successful service transformation, particularly through the use of technology
- Experience of managing budgets.
- Experience of coping well under pressure and in difficult high profile public situations.
- Management experience which has reflected in positive change.

Knowledge, Skills and Understanding

- Well developed planning, analysis and implementation skills.
- Well developed ability to present complex information and reports in a concise and clear manner either orally or in writing.
- Ability to identify and respond to political context advising senior officers where required.
- Well developed negotiation and engagement skills and ability to develop positive relationships with Members and stakeholders.
- Leadership and management of high performing supervisors and teams including successful experience of the management of a range of HR and workforce development requirements.

Behavioural attributes

- **Efficiency and Value for Money:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations.
- **Forward thinking with Innovation:** Being creative and using your initiative you actively seek to improve services and processes.
- **Making Residents Lives Better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the City:** Being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Working Together to make it Happen:** As a team worker you communicate effectively and pursue a 'can-do' attitude in being flexible to deliver quality services.

Expected to perform at level 3 of Gloucester City Council's Employee Behaviours Framework

Education & Qualifications

Essential

- Graduate level qualification or equivalent in experience

Desirable

- Membership of a relevant professional institute
- A management qualification
- Project or Programme Management qualification.