

ROLE PROFILE

Job Title	Head of Customer Services
Barnet Band and scale range	Barnet Band 4 points 206 - 209 Salary £50,109 - £53,658 – evaluation pending
Reports to	Assistant Director for Customer Services and Libraries (interim role)
Service area	Resources
Number of staff responsible for	24-34
Budget responsibility (£)	

Purpose of Job:

- To lead on the building and fostering of effective relationships through timely engagement with Service Management Teams on the identification and realisation of opportunities to consolidate customer services functions within a professional corporate customer services establishment, and to provide the primary liaison between services and the Customer Services Team.
- To establish and lead the consolidation of the corporate customer care and other associated functions as a cohesive Customer Services Team which acts as an exemplar for customer service for the council and its partners in regard to consistent customer service and care standards for the whole organisation.

Key accountabilities:

Team Leadership and Management

- Develop and lead the Customer Services Team in harnessing and using the skills and experience necessary to deliver appropriate and effective customer services to different types of customers accessing the council’s services.
- Take responsibility for developing the Customer Services Team Plan and for jointly owning and creating the Divisional and Directorate Plans, and for setting and monitoring achievement against team and individual performance objectives in the context of these plans.
- Be responsible for ensuring that regular appraisals, personal development reviews, one to one and team meetings are carried out which add value to both the effectiveness of the team and the individuals.

Strategy and Policy Development

- Jointly own, lead and contribute to the development and implementation, through team and other plans, of the Customer Access Strategy and associated strategies, and on the supporting policies, standards and

performance measures, and provide strategic leadership to the Customer Services Team.

- Work with managers in Resources and other Services to build, develop and sustain the council's strategic direction and approach to customer access and services, taking account of particular customer, partner and organisational needs and objectives.

Financial Responsibilities

- Respond to internal audit reviews and implement action plans within agreed deadlines.
- Manage risk assessment(s) for the OD and Change team and maintain the Directorate's risk log.
- Review business processes to minimise the risk of fraud, and alert CAFT in respect of any suspected incident.
- Manage the team budget in accordance with the Director of Resources Scheme of Delegation, ensuring cost effective service provision and value for money. Identify budget variances to the Assistant Director at the earliest opportunity.

Performance and Customer Focus

- Be the organisational owner and advocate for customer focus, working with the other parts of the OD+CS Division and colleagues in services to ensure that customer requirements are identified and embedded into every aspect of the council's work.
- Actively seek out and act on opportunities to promote customer focus within the organisation and with partners, and ensure that complexities in regard to customer relationships are effectively taken into account and managed.
- Develop and implement mechanisms and channels for the collection of customer feedback at every opportunity and contribute to the use of this information to improve performance and customer focus.

Role Specific Responsibilities

- Lead on the use of customer-derived data and information including reporting from customer service systems, and on the delivery of customer service, to drive improvements to service planning, design and delivery and to the overall performance of the organisation.
- Establish customer service as a primary activity of the council and be the professional lead on customer service and access issues for the organisation.
- Take a lead role in the development and implementation of a customer relationship management approach for the council, including technology aspects, in partnership with other parts of Resources and the services.

- Lead on the practical initiatives to realise the council's vision and approach to customer access and service, including the establishment of thematic contact centres within a wider customer services team which builds on and strengthens specific skills and knowledge through strong working relationships with the services.
- Manage the potential risks in relation to customer service and access through ongoing monitoring, analysis and action to identify and mitigate them.

Flexibility

- Work with a degree of flexibility required to perform work not specifically referred to above although falling within the scope of the post at the appropriate grade

Health and Safety

- Ensure safe and efficient delivery of service by achieving high standards of health and safety and reducing risk.

The Council's Commitment To Equality

- Deliver the council's commitment to equality of opportunity both in the provision of services and as an employer. Promote equality in the work place and in the services the council delivers

PERSON SPECIFICATION

Qualifications Required

Type	Level required
Professional qualifications/memberships	
Management	
Education	

Technical / Knowledge Requirements

Type	Description
Experience	Experience of managing an operational function with a significant customer-facing aspects, ideally in a large organisation with a large customer base. Experience of working with senior managers to develop and implement projects and initiatives.

Behavioural Competencies

Competency	Level
Staff management	<p>Ability to lead staff through effective appraisal, coaching and performance management.</p> <p>Ability to motivate staff, set priorities and targets, direct and plan work to provide an integrated service to meet service standards/deadlines</p>
Time management	Ability to manage own workload and to meet deadlines
Teamwork	Communicate and influence, working effectively in providing leadership to a team and as part of a senior management team
Change management	Able to make sound and timely decisions based on an analysis of the relevant information and deliver innovative solutions to complex problems
Political awareness	Ability to work effectively in a political environment and establish positive relationships with councillors, senior managers, staff, external partners and interest groups in a way that establishes confidence, credibility and trust.
Influencing & negotiation	Strong interpersonal skills and able to challenge, support, influence and engage senior management and peers.
Project management	Effective user of consultancy and project management tools and techniques.
Leadership	<p>Able to provide leadership to staff in a complex environment.</p> <p>Able to provide vision and direction to team members</p> <p>Able to make independent decisions that have a significant impact on daily operations and strategic direction.</p>
Management & Performance	<p>Ability to initiate and implement service improvements</p> <p>Able to demonstrate an understanding of how the organisation works, both formally and informally, and how political interests and policies impact the organisation and day-to-day work</p> <p>Ability to maintain and develop performance indicators for services and use them proactively to improve performance</p> <p>Able to deliver the council's commitment to equality of opportunity both in the provision of services and as an</p>

	employer
Communication skills	Able to communicate effectively with colleagues and customers at all levels
IT skills	Able to fully utilise standard Microsoft Office products.