
Recruitment information

Job description and person specification

Your title Customer Operations Team Leader

DBS check This post requires basic DBS

The aspects of this role that require this level of check are: Providing effective and supportive customer service, with focus on vulnerable customers, including engagement with relevant service departments and agencies.

Post number PES323

Your team Customer Operations and Transformation

You would be based Civic Centre, High Street, Esher, KT10 9SD

Your line manager Customer Operations Manager



Elmbridge
Borough Council

... bridging the communities ...

About the role

With the support of the Customer Operations Manager, you will be responsible for a team of Customer Operation Advisers and be responsible for helping to drive operational efficiencies and deliver the Brilliant Customer Service promise.

The main purpose of the role:

1. Work with the Customer Operations Manager to develop and implement improvements and innovations in service delivery to create flexible, responsive and proactive services and to optimise the full potential of all staff and resources.
2. To be responsible for the effective management, training and quality assurance of the Customer Operations Team.
3. To be primarily responsible for delivering and ensuring effectiveness of all training including new starter induction, multi-skilling existing team and new service training.
4. To lead, coach, monitor and motivate the team, delivering to performance standards, supporting IT and telephony systems.
5. Ensure collection rates can be achieved through following processes to maximise income to the Council and compliance with all relevant legislation and regulations.
6. Responsible for the effective management and performance monitoring of the Customer Operations Team.
7. To carry out other required duties in accordance with the grade and responsibility level, particularly within the Customer Operations Team including deputising for Customer Operations Manager.

Specific duties and responsibilities

1. To manage staff in accordance with the Councils employee management procedures (including any additional procedures within customer operations)
2. Workflow management and supervision of staff and activities for the processes of the Customer Operations Centre.
3. To ensure effective staff relations and deal with grievances, disciplinary matters in accordance with the Councils employee management procedures.
4. To ensure that staff are appraised at least once a year, with a six-monthly review and with individually agreed personal training programmes.
5. To undertake the interviewing, selection, training, and development of staff in accordance with Council's policies.
6. To be responsible for creating and delivering training to frontline staff, to deliver consistently high standards of service delivery including new services and service changes.
7. To ensure that employees are properly briefed, have the most up to date information needed to do their job successfully, and understand the implication of the changes of their work.
8. To set targets through regular monitoring of performance of team members using agreed performance assessment frameworks.
9. To identify and assist in the implementation of new and innovative ways of doing things resulting in the delivery of process changes and efficiency gains. Resulting in the better value for customers and reduction in service costs increasing customer satisfaction across all customer access channels
10. To carry out any administrative tasks required in response to the training needs, including maintaining accurate records and information for the provision of information using the most appropriate system.
11. To be a source of knowledge and expertise for customer operations.
12. To coach, monitor and motivate employees in order to ensure that customers receive a consistently high-quality service.
13. To identify and recommend improvements in customer service processes through the analysis of statistical data and assisting with any internal audits, projects and conducting internal and external customer surveys relating to improving the service provided.
14. Ensuring that records are maintained accurately for the provision of management information using the most appropriate system and sensitive information handled confidentially.

15. To liaise and manage productive working relationships with other departments and agencies to support delivery of work, ensuring effective, timely, accurate communication between teams, customers and within the council
16. Develop in-depth knowledge of current Council Tax and Business Rates legislation.
17. To carry out other required duties in accordance with grade and responsibility level
18. To ensure all activities are carried out with due regard to the requirements of all applicable current legislation with particular reference to Health and Safety at work act.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all times you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom

Customer Operations Team Leader

Post No: PES323

Team: Customer Operations and Transformation

Hours: 36

Salary: SO2 - £36,791

Car Allowance: N/A

Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
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Qualifications and Education			
1	Education to GCSE or Level equivalent	E	A
2	Customer Contact training or qualification	D	A

Experience			
3	Experience of effectively managing staff	E	A,T,I
4	Experience of identifying training needs, devising and implementing a training programme and coaching employees to provide better customer service	E	A,T,I
5	Experience of providing a high standard of customer care in a fast-paced environment, including council tax and business rates team	E	A,T,I
6	Experience of IT systems including CRM and council tax & business rates IT systems	E	A,T,I
7	Experience of office administration practices and processes	E	A,T,I
8	Telephone-based customer service experience	E	A,I

Knowledge, skills and abilities			
9	Excellent customer service skills	E	A,I
10	Coach, train and continuously improve the skills of the customer service team	E	A,I
11	Ability to manage staff	E	A,I
12	Strong verbal and written communication skills	E	A,T,I
13	Knowledge of current council tax and business rates legislation	E	A,T,I
14	Ability to work on own initiative	E	A,I
15	Problem solving ability	E	A,T,I
16	IT literacy (Word, Excel, Outlook, web)	E	A,T,I
17	Team player	E	A,I

Special requirements			
18	Flexible approach to working patterns	E	A,I