

## Role Profile

This section provides key information relating to the role

<b>Job Title:</b>	Customer Service Manager		
<b>Post No:</b>	RP0160	<b>Grade:</b>	M
<b>Team:</b>	Customer Service	<b>Location:</b>	Campus East
<b>Responsible to:</b>	Assistant Director (Customer Service & Transformation)		
<b>Responsible for:</b>	Customer Service Team Leader(s)		

### Overall job purpose:

Reporting directly to the Assistant Director (Customer Services & Transformation), you will play a key role in upholding and enhancing the Council's customer service standards, with a strong emphasis on embedding a "First Time Right" approach throughout the organisation.

As the Council's expert on customer service, you will lead by example—setting the tone for customer excellence across the customer service team and wider organisation. You'll champion innovative technologies and working practices that elevate the customer experience and ensure the team consistently delivers high-quality, responsive support.

Working in close partnership with colleagues across departments, you'll oversee the day-to-day operations of fast-paced, multi-disciplinary customer service teams, serving both council and landlord services. Your leadership will be instrumental in fostering collaboration, efficiency, and a customer-first mindset.

Using robust customer contact data, you will identify service gaps and opportunities for improvement. You'll design and implement policies and procedures that drive meaningful change, ensuring services continue to meet the demand of customers.

### Key areas of focus:

1	Effective overall management of busy, multi-disciplinary customer service teams, responsible for delivering a First Time Right customer service culture across our main contact points for both council and landlord services, ensuring a high standard of delivery in line with the council's priorities and customer expectations.
2	Establish and manage performance frameworks to monitor service levels, customer satisfaction, response times, and resolution rates.
3	Develop quality assurance programs to ensure operational compliance with service standards, regulations, and internal policies.
4	Work collaboratively with service teams to ensure the council is consistently meeting our customer service standards across the organisation.

5	Work collaboratively with the IT & Digital team to design and implement new technologies that support 'first time right' principles, including CRM systems, digital forms, telephony and AI-assisted services.
6	Lead the procurement and ongoing contract management of various outsourced customer service support contracts, including out of hours, sign-video, translation support etc.
7	Oversee all aspects of staff recruitment, development and retention, ensuring a proactive and resilient customer service team for our customers.
8	Take responsibility for fostering a positive and inclusive workforce who consistently demonstrate the council's CORE values and can adapt with the increased digital channel adoption.
9	Provide strategic, operational and motivational leadership of staff, providing a regular visible presence within the customer service team, as well as other key front-line service areas.
10	Be responsible for the council's Customer Service policies, including complaints and unreasonable customer behaviour.
11	Ensure effective resource management, including prioritisation and resource allocation.
12	Summarise complex information effectively for Senior Management and Members, highlighting key findings across all areas of customer services.
13	To be highly proficient in and proactively champion different computer systems including Microsoft Excel, Word and Outlook programmes, Teams (including LiveChat), the Council's CRM system, housing repair system, telephony system.
14	Confidently deal with, at ease, customer service escalations.
15	To have regard to the council's statutory responsibilities and policies in areas such as Emergency Planning, Health and Safety, Data Protection, Safeguarding, Hate Crime reporting whilst carrying out the duties of your role.
16	To lead on ensuring continued accessible services for customers, as well as promoting equality and diversity in the workplace deliver the Council's equalities and diversity priorities.
17	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
18	To take a flexible approach to the changing patterns of work within customer services and undertake other duties consistent with the job purpose and grade of post.

## Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	AssessmentCriteria
<b>Qualifications and experience</b>			
Qualified to Degree level (or equivalent experience)	x		AP
Membership of a relevant professional body with evidenced continuous professional development		x	AP
Experience leading and managing a busy Customer Contact Centre/Customer Service Team	x		AP/IN
Experience of delivering service plans, policy and procedure documents to meet legislation and corporate objectives	x		AP/IN
Project Management Qualification		x	AP/AS/IN
Experience utilising advances in technology to enhance the overall customer experience	x		AP/AS/IN
<b>Knowledge</b>			
In-depth knowledge of customer service principles.	x		AP/AS/IN
In-depth knowledge of best practice in Contact Centre/Customer Service teams.	x		AP/IN
Knowledge and significant experience customer service systems.	x		AP/IN
Knowledge of council and landlord services		x	AP/IN
Knowledge of procuring services and managing contracts in line with the relevant regulations and good practice		x	AP/IN
In depth knowledge and understanding of equality & diversity, safeguarding and understanding of customer vulnerabilities and reasonable adjustments that can be made to ensure excellent and accessible customer services.	x		AS/IN
<b>Skills and abilities</b>			

Excellent and effective communicator with the ability to communicate with a broad range of internal and external stakeholders.	x		AP/AS/IN
Evidence of effective team working and ability to lead and motivate staff.	x		AP/IN
Ability to independently make service decisions and effectively resource plan	x		AS/IN
Experience managing change projects/programmes in customer services	x		AP/AS/IN
Ability to analyse data to identify trends and patterns and confidently present findings to different stakeholders	x		AP/AS/IN
Ability to persuade and influence colleagues and other stakeholders	x		IN
<b>Other attributes</b>			
Personal integrity and positive role model of the council's CORE values	x		IN
Able to make independent decisions and apply a logical approach to problem solving and decision making	x		AS/IN
Responds positively and is able to work constructively under pressure	x		AS/IN
Ability to work collaboratively with staff, partners, key stakeholders and others	x		AP/IN
Ability to work out of hours, as required	x		AP

**Assessment Criteria:**  
**(AP) Application, (AS) Assessment, (IN) Interview**

## Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We <b>work</b> together to get things done	We <b>behave</b> with integrity & fairness	We <b>take</b> responsibility for our actions and decisions	We <b>perform</b> at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.