

JOB DESCRIPTION

POST TITLE:	Team Manager
GRADE:	10
DIVISION / UNIT:	Customer Services
DEPARTMENT:	Housing and Modernisation
REPORTS TO:	Service Manager

PURPOSE OF THE JOB

To primarily manage teams of customer services frontline staff in delivering a quality service via multiple channels on a day-day basis; and have overall responsibility for agents' performance in real time, by monitoring call quality and other contact handling activities.

To work to various shift patterns and have responsibility for the management of Daytime staff. To manage Careline, SMART and Out of Hours teams in delivering a quasi-emergency service to Southwark and Lambeth Council residents; as well as support other commercial arrangements and SLAs with other organisations.

PRINCIPAL ACCOUNTABILITIES

Responsibilities

1. To contribute to the continuous improvement of Customer Operations - generating, supporting and feeding back ideas and suggestions and seek to influence the operational application of the customer strategy and charter.
2. To ensure that Careline, SMART and Out of Hours officers comply with safeguarding legislation and etiquette; and that they complete Disclosure and Barring screening as well as complete health, safety, first aid fire safety modules as required from time to time. To maintain operational supervision of premises and staff especially during out of hours and facilitate the safety of officers and the working environment.
3. To provide subject matter expertise and advice to Call Handlers responsible for delivering a range of specialist and generic services to customers. To support contract monitoring activities pertaining to SMART, Careline and Out of Hours contractual arrangements and engage with third parties in this regard, in maintaining a cordial and professional relationship.

4. To deal with any people management issues including recruitment, probationary reviews, initial disciplinary/capability issues, personal development plans/appraisals and absence management within the team.
5. To ensure that officers understand when to escalate cases, including urgent issues, to service teams and be responsible for advanced problem resolution and escalation handling, whilst supporting staff development, to improve their customer service skills and investigate allegations of complaint or abuse of either the customer, the service or its staff.
6. To advise and train colleagues in any specialist activities undertaken / areas of expertise, as requested by the line manager, in order to help develop a multi skilled team. Work with the head of service and service managers in reducing telephony and face-to-face demand by discontinuing non-value add activities and championing self-service and automated processes in order to improve efficiency and customer outcomes. To develop, implement and monitor a performance management framework that accurately measures team performance in operational and service areas including use of complaints data.
7. To manage, motivate and develop employees through effective performance management. Ensure you meet and exceed your team and individual performance. Encourage a culture of ownership within employees.
8. To take responsibility for the training and development of the team, working with organisational development and the Call Centre Manager. Coach staff in technical skills and the right behaviours required to deliver the Council's customer access strategy.
9. To build positive working relationships with colleagues and stakeholders to ensure a customer focused approach and promote service excellence.
10. To monitor customer demand and workflow, prioritising resources where required. Encourage and assist customers to access Council services, forms and information via the Council's website.
11. To provide an operational lead for the delivery of the Customer Contact Centre taking decisions to resolve customer enquiries and complaints ensuring resolution at first contact.
12. To monitor the changing needs of the service, liaising with internal and external customers to assess areas for improvement and work with the Call Centre Manager to develop strategies to address this.
13. To undertake the duties of a Call Handler where required to ensure a high level of customer services is maintained.
14. To carry out all duties in accordance with the Council's Health & Safety policy.

JOB CONTEXT / REPORTING to :

This role sits within a busy customer operations and contact centre service vested with the responsibility of handling more than 500,000 customer enquiries annually, with scope for rapid and incremental growth. The service is predominantly a call handling service but with strategic aspiration and roadmap for diversification of its current model iteratively; such that the contact centre can operate a diversity of channels in dealing with customer demands. Hence, the service is prioritising Channel Shifting as part of its strategic roadmap towards the promotion of a digital transformation.

Contacts

Internal stakeholders, leasehold and tenant representatives. Frequent attendance at departmental and corporate review boards including occasional cabinet meetings. Also external stakeholders, planning and governance bodies and procurement bodies.

Staff and Self-Management

The post holder will report to the Customer Engagement Manager – Contact Handling and will have management responsibilities and development.

Grade/Conditions of Service

The grade of the post has been set at Grade 10 using the HAY grading scheme.

The employment is subject to a probationary period of twenty six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council's satisfaction your suitability for the position in which you are employed.

PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job.

	Essential (E)	How assessed (S/ I/ T)
Knowledge, including educational qualifications:		
Strong knowledge of customer care techniques and processes	E	S/I
Educated to GCSE level including English Language and Maths or work experience of at least equivalent level	E	S/T
Knowledge of best practice in terms of service delivery	E	I
Experience:		
Familiarity with voice recording and monitoring systems and tools	E	I
Experience of managing end to end customer issues ensuring customer satisfaction	E	S/I
Experience of achieving key performance indicators.	E	S/I
Experience of leading, motivating and developing teams to deliver targets	E	S/I
Aptitudes, Skills & Competencies:		
Exceptional analytical and listening skills	E	I/T
Strong interpersonal skills and written communication skills	E	I/T
Effective problem-solving skills	E	I/T
Flexibility in a fast-paced service delivery environment.	E	I
Special Conditions of Recruitment:		
Comply with and promote the Council's Equal opportunities policy.		

Key:

E	Essential	S	Shortlisting criteria
		I	Evaluated at interview
		T	Subject to test