

Candidate Information Pack – Team Manager, Customer Services

About Us

Customer Services is situated within the Finance and Resources Directorate, within Customer and Digital services. Customer Services is the front door of Cambridgeshire County Council, handling enquiries for 13 different services. Our primary base is Amundsen House in St Ives.

We also manage corporate reception functions, incoming feedback for the directorate, and specialist services like the Blue Badge scheme and Tell Us Once notifications.

Our Services

- Adult Social Care
- Children's Social Care
- Libraries
- Highways
- General Council Enquiries
- Trading Standards
- Waste management
- Concessionary Bus Passes- on behalf of the Combined Authority
- Blue Badges
- School Admissions
- Education Transport
- Registration of Births, Deaths, and Marriages
- Park and Ride

Team Structure

Currently, we are a team of forty-three Customer Service Advisors, supported by four Customer Service Assistants and six Team Managers.

A dedicated Operational Performance Manager oversees scheduling, reporting, and resource planning. They line manage two Performance and resource coordinators, one Performance analyst and one Business support officer.

The Head of Service provides strategic leadership. Click here for a service [structure chart](#)

Progression is supported through apprenticeships, mentoring, and call coaching.

Operating Model

Customer Services operates as a commissioned model, providing the front door into services via telephony, email, online forms, and limited face-to-face interactions.

Operational Staff are multi-skilled, enabling efficient handling and first-contact resolution.

Service Level Agreements define scope, performance metrics, and funding.

Performance Culture and Metrics

We are currently reporting on one main Corporate KPI which is us resolving more than 80% of information enquiries at first point of contact.

We have some internal KPI's including:

- >85% of calls answered
- Avoidable contacts less than 15%
- Non phone contacts meeting SLA timescales

Customer Service Advisors are also monitored across several quality and quantitative metrics measured through data, audits, and coaching. These metrics include:

- Data recording
- Customer service quality
- Adherence to schedules
- First contact resolution rates
- Avoidable contact recording
- Additional outcomes dependent on their level in the job family

Projects and Innovation

We are looking to modernise our Customer Service systems to make better use of emerging technology such as automation and AI. We are looking to refresh several systems including our CRM, telephony, online forms, Workforce Management System and the application systems we use for Blue Badges and Bus Passes. We also contribute to council-wide initiatives, improving systems and processes for School Admissions, Education Transport and Children's services.

Operational Challenges and Opportunities

Challenges

- Recruitment and intensive induction periods, which require sustained support from managers
- Balancing day-to-day operations with involvement in multiple concurrent projects
- Fast-paced change and constant new initiatives
- Funding and budgetary constraints
- Managing multi-channel contacts and ensuring compliance with Service Level Agreements
- Ongoing adjustments to Hybrid working and scheduling challenges

Opportunities

- Being able to have a direct influence on team culture, performance, and development. Opportunities to mentor and progress Advisors through a structured job family & apprenticeship
- Driving improvements in self-service and digital first initiatives. Testing and implementing new systems
- Identifying and delivering service improvements and efficiency gains. Collaborating with IT and service areas to shape future operating models
- Playing a key role in council-wide projects representing the needs of the customer- Making a tangible difference to residents by improving access and supporting the needs of vulnerable customers
- Assisting the authority to achieve strategic objectives through streamlined contact handling
- Access to management of apprenticeships and leadership training enhancing career prospects.

★ Why Join Us

As a Team Manager, you will lead and develop a high-performing team, manage service contracts, and drive improvement projects. You will influence operational efficiency and digital transformation in a dynamic, fast-paced environment where no two days are the same.