

**North Northamptonshire Council – Job Description**

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| **Assistant Director - Customer Experience** |

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| **Service Area: Corporate** |
| **Reports to:** **Executive Director of Customer & Governance (Monitoring Officer)** |
| **Salary scale: £75,638 - £88,501 inclusive** |

**Role Purpose**

* Responsible for the leadership, development and implementation of customer and digital strategies for the council in order to deliver an improved customer experience.
* Develop and embed a performance culture that delivers results through continual improvement and ensure that resources are targeted on business priorities and meeting customer needs.
* Manage resources efficiently and effectively, ensuring there are sufficient financial, human and other resources available to deliver effective services.
* Take a proactive approach to risk management and business continuity planning on areas of accountability.
* Responsible for leading and managing the smooth and effective transition and transformation of operational or support services from previous councils’ models into the new North Northamptonshire council model.
* Responsible for developing and maintaining key internal and external relationships and partnerships to deliver both the councils and wider strategic area priorities.
* Responsible for embedding an outcome-based customer focused culture.
* Responsible for setting the key priorities and direction for Customer Services and Complaints in line with the Corporate plan.
* Responsible for ensuring that quality and robust response to customers is achieved and maintained through the services.
* Responsible for leading and implementing the transformation and aggregation of all the Customer Service & Complaints teams.

**Key Relationships**

Externally: Wide network of contacts from within the public and private sectors at national and local level including stakeholders, local partnerships, council owned companies/enterprises regeneration organisations, government departments and business organisations, including council-owned companies.

Internally: Chief Executive, Elected Members, Directors, Assistant Directors, and managers and teams from across the council.

**Key Accountabilities**

* Accountable for the management of budgets and delivery of the MTFP within area of responsibility including the effective use of Council resources
* Accountable for effectively managing and implementing significant change, transformation, and improvements to services as directed by CLT and elected members
* Accountable for the strategic leadership & management of all employees up to and including professional officers
* Accountable for any other corporate duties as reasonably required, including but not limited to: Briefing members, attending committee meetings; compliance with all statutory requirements and contributing to employee relation matters as defined by policy across the Authority.
* To provide strategic leadership and be accountable for the effective operation of the Customer Services service and Customer initial response.
* To provide strategic leadership & oversight for complaints ensuring lessons learnt are highlighted and implemented in the relevant areas.
* To lead the transformation of this area ensuring that we achieve the outcome of a high-quality accessible Customer Services.

**Skills and Behaviours**

Must be able to:

* Engage with all stakeholders and take responsibility for driving forward and implementing corporate and service improvements
* Create innovation and empower teams
* Effectively negotiate and influence to achieve the corporate vision
* Maximise relationships across team, service, and organisational boundaries to achieve desired results
* Strong management and staff development skills and the ability to create a strong team ethos.
* Keep up to date with new developments in their area of strategic leadership to enhance personal effectiveness
* Communicate effectively with both individuals and groups of all sizes at all levels, internal and external to the Authority
* Promote equal opportunities within all aspects of service delivery and employee relations.

**Further Information**

Management reserves the right to assign and/or vary operational responsibilities, within this level of responsibility, to meet operational requirements. The grade reflects the requirement to attend meetings outside of normal working hours.

**Assistant Director: Customer Services**

**Person Specification**

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| **Education/Training** |
| 1. Degree or relevant management qualification, or similar or qualified by experience in a customer service environment.
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| **Leadership Experience** |
| 1. A proven track record of consistent and demonstrable achievement at a senior management level.
2. A proven track record of achievement either within the services within this area or of services with a similar complexity and nature that would give relevant transferrable skills.
3. A demonstrable track record of leading, motivating and managing teams to achieve high performing and significant, sustainable service improvements and outstanding results, through internal and external partnerships.
4. Experience of developing and sustaining a culture that meets the needs of and engages with customers and staff within a safe, open and high-performing working environment.
5. Evidence of establishing a performance management culture to drive continuous improvement, including service planning, target setting, performance appraisal and the management of staff groups.
6. A track record of working in and forging successful partnerships with a wide range of internal and external bodies including governmental and non-governmental organisations, the private and voluntary sectors.
7. A proven track record of working effectively within a political environment, providing clear, balanced advice and guidance on strategic and operational issues that achieve service objectives.
8. A proven track record of applying commercial judgement in making decisions that will deliver cost-effective and efficient results.
9. A proven track record of managing key transformation and change within complex services or areas.
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| **Skills/Abilities** |
| 1. Demonstrate a proven ability to motivate, develop teams, individual and self to enhance performance and service standards
2. Effective negotiating and influencing skills
3. Ability to build effective business Partnership, both internally and externally

 1. Understanding of customer focussed services
2. Demonstrate leadership skills in managing significant change and improvement in service delivery
3. Demonstrate excellent communication skills (verbal and written) and be able to present complex issues to a range of audiences
4. Demonstrate ability to work well under pressure, achieving deadlines
5. Demonstrate ability to initiate solutions to complex issues
6. Demonstrate commitment to performance management.
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| **Key competencies, behaviours and approach** |
| * Prepared to quickly and flexibly react to the needs of the council, its customers and partners.
* Excellent leadership and management skills, at a strategic and operational level and including the ability to delegate appropriately.
* Strong interpersonal skills and the ability to influence and persuade.
* Strong personal commitment to the delivery of first-class services.
* High level communication, networking and ambassadorial skills.
* Business acumen.
* Vision and creativity.
* Ambitious, energetic and highly motivated.
* Visible, approachable and accessible; resilient, determined and confident.
* Awareness of own strengths and weaknesses and commitment to addressing areas requiring development.
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