

**WHERE  
CAREERS  
THRIVE**

**When potential  
is unlocked,  
talent *thrives***



**West  
Northamptonshire  
Council**

Job description and person specification

## **CSC Team Leader**

**Customer & Corporate Services, Corporate Services**

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Northamptonshire  
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## **Purpose and impact:**

To lead, manage, motivate, coach and develop a team of Customer Service Advisers (CSAs) in order to:

- Maximise resolution at first point of contact
- Ensure service is consistent with performance and customer service standards
- Minimise the need for repeat calls from customers chasing resolution/action

To deliver continuous improvement in the efficiency and effectiveness of the team, through the application of robust performance management techniques, underpinned by a coaching style of management

To ensure all performance standards for each of the services, including statutory and legislative requirements are fulfilled.

## **Accountable to:**

Reports to: Customer Service Manager - Outreach

## **Responsibilities:**

1. To lead, manage, motivate, coach, and develop a team of Customer Service Advisers (CSAs) to ensure all performance standards for each of the services and statutory and legislative requirements are met.
2. To maximise resolution at first point of contact for the service area that their team represents, through effective management of CSA performance
3. To continuously improve the quality of the customer journey, through reviewing customer interactions for each team member (i.e. customer calls and written responses to letters, faxes, emails & SMS), identifying strengths and development areas and agreeing action plans to address development areas with each CSA
4. To champion coaching principles within customer service, in order to develop and embed the desired customer service culture of empowerment, ownership and accountability
5. To maximise customer satisfaction, embedding and championing the principles of customer focus throughout the Customer Service Centre and in interactions with other staff across the council
6. To monitor and address instances of poor performance and poor attendance using the council's disciplinary/poor performance procedures
7. To manage change effectively, gaining the buy-in of team members
8. To drive continuous improvement in service delivery for the relevant service area that their team supports, through encouraging customer-facing staff to share their ideas for improving the service delivered to the customer.
9. To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs

10. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
12. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

<b>Skills and abilities:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Foreign language skills.	Desirable	A
Motivated by helping people and working with customers to resolve their issues.	Essential	I, T
An ability to understand and work within Council process, however, recognise opportunities for improvement.	Essential	A/T/I
A willingness to receive and deliver coaching, training and development to progress career within Customer Service.	Essential	I
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	Essential	I
Full clean driving license	Desirable	A

<b>Knowledge:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
A working knowledge of the services provided by the Council	Desirable	A

<b>Relevant experience:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Previous experience working within a Customer Contact Centre environment	Essential	A, I, P
Previous work experience of managing a team and associated responsibilities, e.g conducting PADP reviews and 1:1's.	Essential	A, I, P
Experience of working as an effective team leader responsible for making sure that team Service Level Agreements (SLA's) and Key Performance Indicators (KPI's) are met.	Essential	A, I, P
Computer literacy with experience of using Microsoft Office products	Essential	A, I, P

Experience of monitoring and reviewing team performance, identifying strengths, development areas and identifying appropriate actions.	Essential	A, I, P
Experience of managing a team within a Council / Local	Desirable	A, I
Previous work experience that evidences the ability to articulate well and 'sell' change, using both written and verbal communication with Customer Service Centre, wider NCC colleagues and customers.	Essential	A, I, P
Previous work experience that demonstrates the use of coaching as a core performance management tool.	Essential	A, I, P
Previous work experience that demonstrates an ability to support and coach team members on dealing with sensitive customer issues.	Essential	A, I,
Previous work experience that evidences the ability to build internal networks to develop Council wide awareness and changing customer requirements so as to contribute to a culture of continuous improvement.	Essential	A, I, P
Previous work experience that evidences ability to articulate well using both written and verbal communication with customers and team members.	Essential	A, I, P
Previous work experience that evidences ability to empathise with customers and Customer Service Advisers and use questioning skills to identify root cause of issues / problems and coach others on developing these skills.	Essential	A, I, P
Previous work experience that evidences ability to prioritise individual and team workloads to meet business as usual activity and ad-hoc project work.	Essential	A, I, P
Previous work experience that evidences ability to assimilate information in a variety of different formats (telephone, email, written)	Essential	A, I, P
Experience of reviewing process, identifying improvements, and driving through change.	Desirable	A, I, P

<b>Education, training and work qualifications:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Educated to A- level standard	Essential	A, D
Achieved, or working towards an NVQ 3 in Customer Service	Essential	A, I
Team Leader qualification – Eg NVQ Level 3 Supervisory Management.	Desirable	A, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

## Day-to-day in the role:

<b>Hours:</b>	37 – Full time	<b>Primary work base:</b>	One Angel Square
<b>Job family band:</b>	Customer Assistance 7	<b>Worker type:</b>	Part-flexible
<b>Salary range:</b>	£38,234.00 to £40,778.00	<b>Budget responsibility:</b>	[n/a]
<b>People management</b>	NA	<b>responsibility:</b>	

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b>	We are honest, fair, transparent and accountable. We can be trusted to do what Trust we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**"Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture"**



# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

