

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Customer & Change Lead

Digital, Technology and Innovation (DTI), 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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Purpose and impact:

Responsible for managing customer relationships to ensure the interests of our customers are represented in everything Applications Support teams do. Manage user group forums to drive the development and changes of our applications to meet the business, strategic and operational priorities for the council. Act as the Enterprise Applications business partner and represent the team in interactions with our customers and also represents the customer in interactions with Applications Support team and our suppliers.

Responsible for coordinating complex changes and developments to applications, developing options appraisals, managing customer expectations, and ensuring that changes are delivered in a timely and efficient manner.

Responsible for performance reporting for the Applications Support teams to provide a comprehensive view of the team's performance and highlight areas where improvements are needed to ensure that the team is meeting the business's expectations.

Accountable to:

The role is accountable to the Enterprise Applications Manager. The role sits within DTI, part of the Corporate Services Directorate in West Northamptonshire Council.

Responsibilities:

- 1 Establish and maintain strong relationships with our customers, internally and externally, to ensure their interests are represented in our business strategy, priorities, and decisions. Regularly obtain and respond to customer feedback to improve customer satisfaction and identify areas for improvement in service delivery.
- 2 Develop a customer engagement framework for the Applications Support service to include for example Performance review forums, Reporting standards, Customer satisfaction, User groups etc. Define responsibilities within that framework across customers and applications support and ensure the framework is adhered to by introducing appropriate control, monitoring and governance measures.
- 3 Support and advise the Applications Support Manager in improving the existing change process and the adoption of these including Change Advisory Board (CAB), Forward Schedule of Change (FSC), Release Management and Halo improvements.
- 4 Report on all SLAs (Service Level Agreements) and ensure clearly defined escalation paths and processes for resolutions are in place to maintain a high level of quality and service to our customers across the authorities we support. Advise the management team on notable trends and customer feedback, and corrective actions being taken.
- 5 Set up and manage user group forums for customers, across the authorities we support, to collaborate and share feedback on our applications to promote user engagement, improve communication and support, and enhance the overall user experience.

- 6 Manage and report on the performance of the Applications Support Team making recommendations for changes or improvements to the support processes or team structure. Identify where the team is underperforming removing bottlenecks, areas of inefficiency, or other issues to improve the quality service delivered.
- 7 Collaborate with other DTI teams identifying and resolving issues impacting application support, to ensure that applications are properly supported and that issues are resolved quickly and effectively. Establish regular communication channels with other DTI teams to ensure that they are aware of priority support issues and changes that may impact their teams.
- 8 Responsible for the development and ongoing update of customer facing documentation to help customers better understand how to use the applications, improving compliance and reducing support calls.
- 9 Publish regular updates on the teams' forward schedule of change and application portfolio roadmap enabling better planning and increasing collaboration between teams. Improve transparency and build trust with customers by keeping them informed of upcoming changes and planned improvements.
- 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.

Skills and abilities:	Essential / Desirable	Measured by
Ability to monitor and manage supplier performance to ensure that suppliers are meeting their contractual obligations by conducting performance reviews and addressing any issues or concerns that arise.	Essential	A, I
Proven ability to develop and manage ongoing relationships with internal and external customers at all levels.	Essential	A, I
Demonstrate effective use of Office 365 with an excellent understanding of Excel and the use of spreadsheets to manage and use data.	Essential	A, I
Strong analytical skills, including the ability to analyse performance data, identify trends and opportunities for improvement, and make data-driven decisions.	Essential	A, I
Ability to listen to customer concerns, identify issues, and find solutions and be proactive to the challenges offered by the customer to provide effective customer service.	Essential	A, I
Demonstrate excellent interpersonal communication skills. Ability to persuade, negotiate and influence senior managers and stakeholders to achieve improvement targets and compliance requirements.	Essential	A, I
Able to work independently and take appropriate actions without direction or instruction from others and as part of a team.	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Awareness of ISO27001 and willingness to engage in development of ISO27001 practices.	Essential	A, I
Good understanding of application architecture and infrastructure, including servers, databases and networking components	Essential	A, I
Knowledge of effective project management, change management, ITIL and customer service strategies, principles and practices.	Essential	A, I
Excellent knowledge of Office 365 applications	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience in customer support, managing customer relationships and ensuring a positive customer experience	Essential	A, I
Experience in change management processes and best practice, and including how to plan, implement and test changes in an application environment minimising risks and ensuring smooth transition to live	Essential	A, I
Significant customer management and customer service experience in technology led business support	Essential	A, I
Experience in developing and managing the delivery of customer service level agreements (SLAs) and systems change processes,	Essential	A, I

both across operational teams and with users and internal and external customers.		
Experience in problem management, ownership and resolution, keeping the customer informed, irrespective of the resolving team or person	Essential	A, I
Experience in developing key performance indicators and producing consolidated KPI reports to be used by internal staff and for external customers.	Essential	A, I
Experience in the interpretation of corporate policy and objectives and ensuring that these are incorporated in proposed application changes.	Essential	A, I
Experience of continuous improvement of business processes, policies and procedures.	Essential	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Degree in Business Administration/Management or equivalent qualification, or proven relevant work experience.	Essential	A, I, D
Evidence of continuous professional development.	Essential	A, I, D
ITIL (IT Infrastructure Library) Foundation Certificate, or equivalent experience of ITIL.	Desirable	A, I, D
Project Management (e.g. PRINCE2, Agile) Foundation Certificate, or equivalent experience of working within a project overseeing tasks and deliverables.	Desirable	A, I, 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:

Hours:	37 per week (Full Time)	Primary work base:	Remotely from home/One Angel Square
Job family band:	PS08	Worker type:	Flexible
Salary range:	£40,316 to £43,675	Budget responsibility:	None
People management responsibility:	None		

Working conditions & how we work:

The role This role has been identified as a flexible worker type; this means that you will carry out the majority (3 plus days) of your work remotely from home. You will come into the office for meetings but have a strong reliance on IT/virtual tools.

We are open to discussions about flexible working arrangements.

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.

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

