

Job Description and Person Specification



Customer Delivery Manager

Salary: £50,512-£53,701

Job Family:

Customer Assistance

Working hours: 37

Work base: Various

Responsible to: Assistant Director Customer Experience

We are delighted that you are considering joining our team at North Northamptonshire Council.

By recognising that our employees are our greatest asset, we invest in, value and develop them to progress our ambition to be an employer of choice. Our corporate values and behaviours also encourage customer focus, efficiency and support our employees to achieve.

Main Purpose

A positive customer experience is at the heart of everything we do. We support over 500k local customer interactions per year, across multiple contact channels, working alongside colleagues and local stakeholders to deliver timely resolutions to enquires.

The Customer Services team provides the first point of contact for customers contacting the Council, covering a wide range of services. This is always expanding, with the services primary objective being to help as many customers as possible and resolve their enquiries, at the first point of contact.

The role oversees the day to day operation of the customer services function at North Northamptonshire Council, both in terms of day to day operations and staff leadership and the strategic direction. This postholder also ensures that the Council has the right staff who are highly motivated, initiative-taking and effective, delivering excellent and continually improving customer service.

The role is one of three with similar responsibility. The service is evolving and each postholder may cover different specialist responsibilities and projects. The posts are equally weighted, it is expected that each post holder will cover each other as well as deputise for the Assistant Director as required.

The postholder will proactively work with colleagues within Customer Services, across our wider council departments, external organisations and customers, to improve the customer experience.

They will ensure the future customer experience considers digital service opportunities, new ways of working, evolving ways of how customers wish to interact with large organisations and ensure that as many access channels are available as possible and effectively resourced, add value and within budget

Role Responsibilities

1. To lead and be accountable for day-to-day operation of Customer Services, ensuring the maximum number of customers are assisted with their queries to a successful conclusion at the first point of contact.
2. Promote and embed a one team culture in the service to empower the highest staff morale, motivation and development. Working with other Council services, customers, and stakeholders to ensure that the highest quality service is being delivered by the highest quality team, whilst at the same time removing all the barriers that prevent the services from delivering this.
3. To work with all other services, partner organisations and customers to ensure that the service is digitally transformed, using technology to improve and expand the quality of service delivery and to help the Council be more cost effective. Alongside this, delivering excellent services and ensuring customers who are digitally excluded, receive the highest quality service in the way that best suits their needs.
4. Proactively understand customer demand issues both within the service and across the Council and work closely with all parties to ensure that the customer experience not just evolves and improves, but anticipates pressures and prepare for them, to minimise and mitigate anything that may reduce service quality and customer experience.
5. Promote and lead in delivering a high-performance culture where the service has both high service and staff personal performance targets and standards, that all staff are part of developing and delivering these standards and understand them, as well as ensuring that the service delivered is exemplary for both public and private sector organisations.
6. Seek out the best examples of great customer service, as well as create them, and share and embed learning from these to ensure that the highest standards are delivered by default, and that the service is continually learning and improving as well as working with other services to deliver these objectives as one team across the Council.
7. Ensure that the service both in terms of customers and staff, is always inclusive and delivers the needs of all members of society, ensuring that they are included, and that their quality of life is improved either working for the Council, or being served by services provided by the Council.
8. Ensure that staff take ownership to a conclusion for customer contact within customer services and that both they, and the service as a central ethos, act as customer champions ensuring effective outcomes that improve quality of life outcomes for our customers.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post.

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

- Education, Qualifications and Training
 - HND or equivalent or significant experience in managing a Customer Services function in a local authority or similar demanding environment
- Experience and Knowledge
 - An advanced knowledge and experience of concepts, principles, and practices in all areas of customer service delivery
 - Working knowledge of the range of services provided by the Council and the wider local government environment
 - Proven work experience in a management role in a fast-moving customers services environment
 - Experience of leading change and the transformation of services, inspiring high performance in others
 - Experience of managing balanced budgets and performance data
- Ability and Skills
 - Proven experience of leading a Customer Service function with strong performance management ethos
 - Strong leadership and motivational skills
 - Proven record of working with and influencing senior management from across the Council and working with a wide range of stakeholder groups
 - Ability to manage large team with competing priorities to ensure the best customer service outcomes
 - Experience of performance management with a strong performance improvement ethos
 - The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post in accordance with the Council's English Fluency duty
- Equal Opportunities
 - Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.
- Additional Factors
 - Must be able to travel to all Council offices in the Council's area

Our Values and Behaviours

Our values define who we are and how we operate, by forming the foundation for how we interact with our customers, colleagues and provide our services. They are also at the forefront of our decision making and delivery and include:



Our Key Commitments

Our key commitments help ensure that the priorities we make, now and in the future, maintain the necessary breadth of focus in those areas that we believe matter most.

Our key commitments are:

- **Active, fulfilled lives:** We will help people live healthier, more active, independent and fulfilled lives.
- **Better, brighter futures:** We will care for our young people, providing them with a high-quality education and opportunities to help them flourish.
- **Safe and thriving places:** We will enable a thriving and successful economy that shapes great places to live, learn, work and visit.
- **Green, sustainable environment:** We will take a lead on improving the green environment, making the area more sustainable for generations to come.
- **Connected communities:** We will ensure our communities are connected with one another, so they are able to shape their lives and the areas where they live.
- **Modern public services:** We will provide efficient, effective and affordable services that make a real difference to all our local communities.

Why choose us?

We offer a fantastic working environment including diverse and active staff networks, great flexible working opportunities and well as many other benefits, you will:

- Receive a generous annual leave allowance.
- Have access to our Employee Assistance Programme which offers a confidential service for employees and their families 24 hours a day / 7 days a week. The programme provides expert advice and counselling in areas such as finances, family and personal problems, work issues, health related problems, childcare and consumer rights.
- Join the Local Government Pension Scheme (LGPS), which is a tax approved occupational pension scheme with a generous employer contribution rate, immediate life cover and ill-health protection. Benefits are based on the length of your membership and final salary.

We are proud to be a recognised Disability Confident Employer and is committed to providing an inclusive recruitment process and will offer an interview to disabled applicants who meet the essential criteria for the role.

