



## ADUR & WORTHING COUNCILS

### Job Description

<b>Authority:</b>	ADC / WBC
<b>Directorate:</b>	Digital & Resources
<b>Section:</b>	Customer Service
<b>Post Title:</b>	Customer Service Team Leader
<b>Post Number:</b>	4440
<b>Accountable to:</b>	Customer Service & Business Support Manager
<b>Management responsibility for:</b>	9 Face to Face Advisers
<b>Authority to liaise with:</b>	Internally: colleagues across all council services. Externally: residential and commercial customers, other local authorities, partner organisations, police, health, DWP etc
<b>Meetings attended on a regular basis:</b>	Operational Management team; Service team meetings and service liaison meetings; Project group/board meetings
<b>Work style</b>	Fixed

#### Principal purpose of job (role summary)

To line manage and coordinate a team that deals with multiple customer enquiries across a range of services for Adur & Worthing Councils and that is responsible for resolving the majority of those enquiries without passing the customer to other council departments.

#### Main duties, tasks and responsibilities of post holder

1. Monitor, organise, coordinate and control the team's workflow, productivity, quality and accuracy and identify, address and resolve workload pressures, delays and difficulties.
2. Analyse historical demand for our service, predict future demand and maintain an efficient and cost effective operation that aligns with service level agreements and/or Key Performance Indicators and which makes best use of technological resources available to us.

3. Recruit, induct, train, develop and performance manage the team in line with council policies and requirements and with reference to team targets/objectives.
4. Ensure the prompt, efficient, friendly and fair resolution of customer enquiries, concerns and complaints, in accordance with legislation relevant to each council service area, alongside corporate procedures, best practice and local policy.
5. Manage and resolve issues escalated by Customer Service Advisers (first and second line), providing support in dealing with difficult or complex situations that may include customer enquiries, complaints, Requests For Information etc.
6. Communicate effectively across the team, ensuring team members share knowledge, information and best practice between them. The post holder needs to highlight both changes to legislation/practice but also local news/information that might prompt a spike in customer enquiries.
7. Assist the Customer Service Manager in establishing and maintaining excellent relationships with service-based team leaders and managers to ensure that service teams and the customer services team work together to achieve an excellent customer experience for those requiring our services. The team adopts a business partner ethos and collaborative working at all levels is important.
8. In conjunction with the Customer Services Manager, work with service colleagues to identify and implement service improvements including increased customer access channels (online, telephone, email, webchat). Encourage and engage with channel shift opportunities. Assist with the development, testing and implementation of new business applications, IT platforms and systems prior to and subsequent to their launch and promote new solutions to customers.
9. Ensure the team is deployed appropriately to cover service provision, allocating staff in response to anticipated and actual customer demand. The post holder will maintain and use a forecasting tool that is based on historical customer contact data and will use this, alongside service information and team performance data to assign team members to particular call streams.
10. Ensure the quality assurance of all work performed by the customer service team and encourage/support the optimal performance of the team via the application of coaching methods. Establish and communicate to the team expected standards relating to the number of calls that advisers answer each day, the time they take to deal with calls and the frequency with which they pass enquiries on to service teams.
11. Contribute to an ongoing review of how the team handles documentation, uses council systems to communicate with service colleagues and produces customer facing communications (verbal or written) to ensure compliance with best practice, data protection and audit requirements and that systems are used in line with all appropriate safeguards and controls.

12. Promote the service and the councils positively at all times and to demonstrate a personal commitment to continuous self development and service improvement.
13. Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies.
14. Through personal example, open commitment and clear action, ensure that diversity is positively valued.
15. Cover as needed (e.g. due to sickness/annual leave) for other Team Leaders (this includes Contact Centre Team Leaders covering for the Face to Face Team Leader and vice versa).

The post holder will be required to undertake such other duties as may be required within the grade and competence of the postholder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

**Job Description agreed by:**

<b>Post holder:</b> <i>(print name)</i>	
<b>Signature:</b>	
<b>Date:</b>	
<b>Line Manager:</b> <i>(print name)</i>	
<b>Signature:</b>	
<b>Date:</b>	
<b>Executive Head of Service:</b> <i>(print name)</i>	
<b>Signature:</b>	
<b>Date:</b>	