



ADUR & WORTHING  
COUNCILS

**Person Specification**

<b>Authority:</b>	Adur & Worthing Councils
<b>Directorate:</b>	Digital & Resources
<b>Section:</b>	Customer Services
<b>Post Title:</b>	Customer Services Team Leader
<b>Post Number:</b>	4440
<b>Accountable to:</b>	Customer Service & Business Support Manager
<b>Management responsibility for:</b>	6 Customer Service Advisers (First Line) 3 Customer Service Advisers (Front Desk)
<b>Authority to liaise with:</b>	Internal: All council services/departments, Elected Members External: All external customers, other local authorities, social services, police, CAB, third sector and charity partners, private sector landlords/housing providers, advice agencies, benefits agency, government departments, community groups

Area	Requirements	
Qualifications	Essential	Desirable
	GCSE passes in Maths and English	A- level education  NVQ qualifications at level 3 or above in customer services  Training, coaching and/or management qualifications
<b>Professional Registration (where applicable)</b>		Chartered Institute of Customer Services or equivalent membership

Knowledge & Experience		
(e.g. Technical, Administrative, Managerial – use one or more categories as/where appropriate)	<p>Advanced knowledge of customer handling techniques and extensive demonstrated experience of dealing with customers in person, via the telephone and through emails/correspondence</p> <p>Experience of dealing with vulnerable customers, those with complex needs and those displaying challenging behaviour</p> <p>In depth knowledge and experience of at least four main council services (including relevant legislative/policy drivers) and good awareness of all council services</p> <p>Experience of supervising people and of motivating a team to deal with a consistent volume of calls and to resolve 95% of queries at first point of contact</p>	<p>Extensive experience of customer service in a local authority context</p> <p>Experience of dealing with customers via social media/webchat</p> <p>Knowledge of welfare rights and benefits; Qualifications in de-escalation techniques/conflict management</p> <p>Knowledge of council tax/NNDR/housing benefit/housing services/environmental services;</p> <p>Line management experience</p> <p>Knowledge and experience of data analysis and reporting methods/tools in order to forecast levels of customer demand and to plan staff rotas to best effect</p> <p>Solid, practical and up to date knowledge of key legacy systems used by different council services</p>
Skills		
Communication/relationship	<p><b>Internal:</b> Strong interpersonal skills and the ability to build and maintain strong relationships throughout the councils, including with senior management</p>	

	<p>Tact and diplomacy to prompt service colleagues to take action to resolve customer concerns and/or to pre-empt formal complaints and/or to re-focus service redesign projects on the needs of customers.</p> <p>Passionate advocate for customer service and able to flex communication approach to suit the audience</p> <p>The ability, with training, to deal with complex enquiries (escalated from the team) requiring advanced technical knowledge and advanced communication skills to explain them to the team and/or customers.</p> <p><b>External:</b> Strong verbal and written communication skills that take account of customer needs and understanding - in particular, the ability to explain complex processes/legislative requirements in user friendly language and to adapt own communication style to ensure that information is understood.</p> <p>Outstanding active listening skills required to identify customer needs and respond appropriately.</p> <p>De-escalation skills needed to address those customers who become angry and/or upset with how the council responds to their needs.</p> <p>Ability to deal with sensitive issues (e.g. homelessness, debt, dependency issues) and to display empathy and consideration for those in difficult situations whilst maintaining appropriate professional boundaries</p>	<p>Experience of leading presentations/training workshops</p> <p>Experience of handling safeguarding issues</p>
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	<p>Ability to communicate effectively with vulnerable groups, those with mental health issues, those with learning difficulties and those with poor literacy and numeracy.</p> <p>Ability to promote the councils positively to a wide and varied audience</p> <p>Strong complaint handling skills (verbal and written)</p>	
Analytical/ judgmental	<p>Proven decision making ability and preparedness to take responsibility for decisions in relation to customer service and council service delivery.</p> <p>Ability to resolve complex issues in a pressurised environment (when customer is waiting for response) and ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution.</p> <p>Ability to identify patterns and trends that may impact on service decisions and to propose realistic conclusions that identify risks/assumptions made to achieve excellent customer service</p> <p>Ability to work well under pressure and to identify and overcome barriers to resolving problems</p> <p>Ability to work to deadlines and to manage own work, team's work and/or project team's work to determine priorities and communicate these clearly</p> <p>Ability to work on own initiative and to make balanced decisions that are evidence based</p>	

Planning/ organisational	<p>Ability to forecast customer demand and to deploy staff resources to best meet those needs.</p> <p>Ability to flex rotas/resources to respond to unanticipated fluctuations in demand and/or technical problems with telephone or computer systems.</p> <p>Ability to visualise the sequence of actions needed to achieve a team or project goal and to estimate the resources required/flex as needed</p>	
IT	<p>Very good hands-on ICT skills relevant to all service disciplines, including CRM system, telephony platform and telephony reporting tools</p> <p>Ability to use/train others to use multiple council systems, applications and associated software packages</p>	<p>Experience of google suite Good knowledge of Council ICT systems such as Academy, Orchard, Matsoft</p> <p>Knowledge and experience of contact centre/queue management technologies</p>
<b>Abilities</b>		
Physical	<p>Ability to deploy to any customer service contact point across Adur &amp; Worthing.</p> <p>The role involves limited bending/carrying to set up phones/computers/headsets for team</p>	
Mental	<p>Mental agility and focus - the ability to identify customer needs from a range of information provided, to interrogate relevant systems at speed and to quickly identify key information to pass on to the customer - all under time pressure whilst the customer is on the phone/present in person.</p>	

	Mental stamina - ability to deal with multiple request/demands on time, from team members, service colleagues and customers, and to operate in a busy, noisy environment where the rate of incoming calls/visitors is high at all times.	
Emotional	<p>Emotional stability and resilience and the ability to maintain a positive, “can do” approach at all times and to role model this to team.</p> <p>Emotional intelligence and self awareness to understand and manage own reactions to the emotions that customers and team members display.</p> <p>Ability to maintain own and team members’ composure when listening to distressing calls e.g. from those who are e.g. homeless and who describe their fears to us</p> <p>Ability to maintain appropriate boundaries and to signpost the team or customers to contact external or internal services as needed (e.g. specialist service colleagues, health professionals/police etc).</p>	
Working conditions / Style	<p>Must be cover in place across Team Leaders between 0845-1700 Mon-Fri</p> <p>Promotes development and continuous improvement</p> <p>Promotes a collaborative “one team” approach</p>	
<b>Other:</b> <ul style="list-style-type: none"> <li>• An understanding of and commitment to confidentiality and professional boundaries</li> <li>• Experience of working in a performance driven environment to achieve targets</li> <li>• Awareness of equal opportunities, the ability to promote diversity and to understand/train others on how these issues can impact on the team’s role when dealing with customers</li> </ul>		

**Person Specification 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>	