

Customer Services Manager – Grade 10

Job purpose

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead, so we are always looking for better and smarter ways to work.

The job is based in a Customer Services area of Adults and Health. This could include Kirklees Direct, the telephone contact centre for Kirklees Council, or the Customer Services Centres. Customer Services works on behalf of a number of Council Services, providing one front door to Kirklees residents. The job of Customer Services Team Manager is to manage a team of Customer Service Officers, who deliver excellent customer service to meet the diverse needs of the community of Kirklees. As Customer Services Team Manager you will be responsible for the recruitment, induction and training of new staff and the continuous development and performance management of your team. You will also be responsible for the delivery of a portfolio of services that the Customer Services area act on behalf of.

This role is based within Adults and Health. Find out more about [working for Kirklees](#).

Key areas of responsibility

This is a key role within the Customer Services area, supporting your team and providing a responsive customer focused service to residents of Kirklees who wish to contact their council. You will support your team to provide excellent customer service in a positive, sensitive and respectful manner, adapting the approach as appropriate to ensure equality of access for all, in a safe and secure environment.

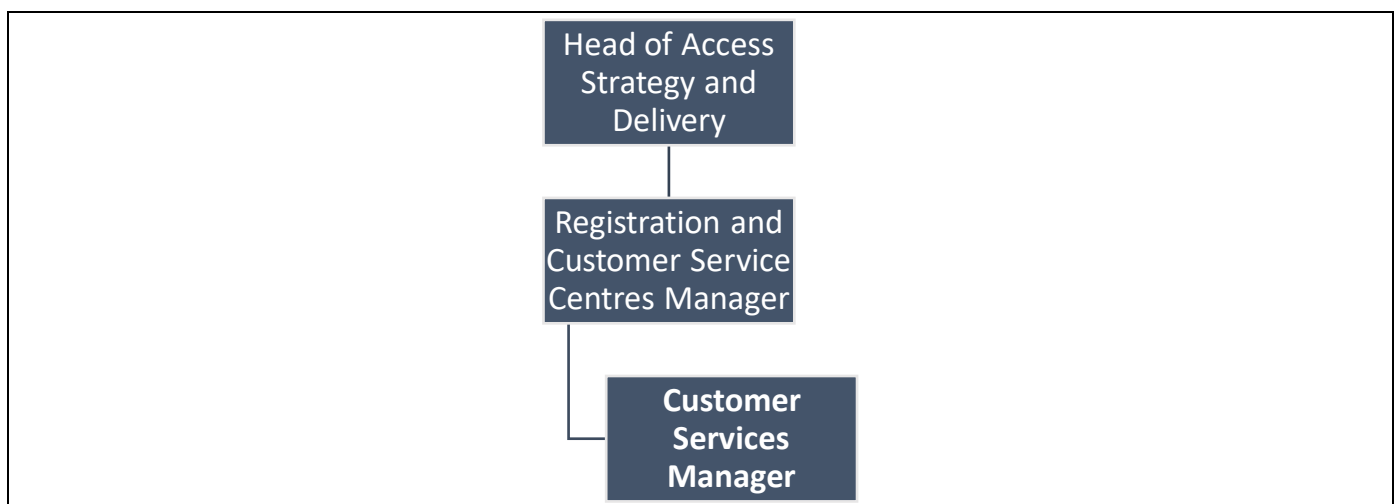
The council has taken an innovative approach to designing customer service environments which supports and encourages customers to self-serve where appropriate. You will seek further opportunities to move customer transactions online. You will also work with service partners to maintain effective communication, identify service trends, discuss and amend processes as required, to deliver service excellence. You will use technology to manage queues to keep customer waiting times to a minimum and ensure service levels are met. You will keep your team up to date with changes to relevant procedures, legislation and standards, and suggest ways to continuously improve the customer experience.

As part of the management team, you will provide an escalation point for customer complaints and will respond to these positively and appropriately. You will address concerns to achieve individual and customer services' performance targets, in line with internal and external expectations. You will further lend your expertise to guide staff in resolving complex customer queries.

You will respond to challenging demands on accommodation, optimising occupancy of the Centres, ensuring a safe environment by carefully monitoring all activity.

- Manage and develop a team of staff, taking a proactive, supportive approach through regular 1:1's and annual appraisals, coaching and mentoring.
- Develops, maintains and improves relationships with officers and partners to provide seamless service delivery.
- Supports and progresses technology and environmental issues to ensure fit for purpose Centres
- Manages the customer journey in the Centres when providing the rota'd operations lead.
- Is proactive in positively developing the service, responding to emerging trends and developments that impact on service provision.
- Promotes and develops digital self-service functionality to customers and service partners.
- Ensures documented procedures are in place and maintained so that information and records are kept up to date/ accurate. Deals with confidential information sensitively and appropriately, in line with data protection regulations.
- Undertakes project work as and when necessary.
- Works closely with management team colleagues, sharing knowledge and best practice.
- Uses IT and resources appropriately, intelligently and proactively to drive efficiencies.
- Works with partner services around data and process to improve efficiencies and achieve joint service standards.
- Provides a strong lead and response to all matters of safety and security.
- Uses Council knowledge to support service delivery

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
Proven experience of working in a busy customer service environment	Essential
Proven experience in supporting individuals to develop and learn, and achieve service targets	Essential
Ability to develop training material and deliver with confidence	Essential
An awareness of CRM systems and queue flow technology, etc., and good confidence with Microsoft applications such as Excel, etc	Essential
Proficiency in customer flow processes and ability to adapt these to respond to digital change	Essential
Ability to create positive, effective working relationships with Customer Service Officers and key partners of Customer Services, e.g., internal council services	Essential
Experience of project work and change agendas	Essential
Ability to communicate with a variety of customers; has a shrewd understanding of customer reaction and circumstance, and is able to employ techniques to defuse and calm (influence and persuade)	Essential
Good awareness of security issues in the face-to-face environment; able to assess risk and make associated decisions quickly	Essential
Effective communication skills; able to present reports and information both verbally and in writing to a wide-ranging audience	Essential
Is confident in change management and leading a team	Essential
Is a role model in Council behaviours to all officers	Essential
Is able to identify opportunities for continuous service improvement	Essential
Experience of effectively and successfully managing a busy, varied workload, with the ability to prioritise tasks	Essential
A flexible approach to working hours and location when required	Essential
Shows resilience under pressure	Essential
Accepts a Disclosure and Barring Service Disclosure may be required.	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Office Use Only:

Job Category		Grading ID	
Job ID		Last Updated	
Job Focus		Career Progression	

Contractual Variants

DBS Category		DBS Type	
Health Check		Politically Restricted	
24/7 working		Public Holidays	
Night Working		Alternating Pattern	
Standby		Other	
Checked by HR			