



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Strategic Customer and Operations Planning Manager	<b>Role Profile Number:</b> CEH30
<b>Grade:</b> S	<b>Date Prepared:</b> April 2021
<b>Directorate/Group:</b> Operations	<b>Reporting to:</b> Head of Customer Strategy & Operations
<b>Structure Chart attached:</b>	No

### Job Purpose

As the Strategic Customer and Operations Planning Manager, you will be responsible for two key functions within the Operations department. These are Customer Services operations, including leadership, direction and overall management of the function of the Customer Services Operations team; ensuring services are delivered and maintained to agreed standards. Secondly the Planning, Resourcing and Scheduling function, which involves the overall management of the planning, resourcing and scheduling service, ensuring the resourcing and scheduling of all jobs and operatives within the Operations department are delivered with a customer focus and in line with operational needs. You will work with colleagues in the Operations department as well as key internal and external stakeholders. You will be responsible for the delivery of high performing services that supports the Council's vision, priorities and pledges.

### Key Accountabilities

#### **Planning, Resourcing and Scheduling**

- Define and develop a holistic programme of end to end planning, scheduling, and resourcing across the Operations department including all associated staffing and resource budgets.
- Ensure that medium term resource requirements are identified and sourced, and provide on the day real-time allocation of jobs, resources, equipment and vehicles across the operations department.
- Plan and allocate the resource appropriately to ensure that data analytics methodology and techniques are used to ensure that resources provide the right quality and value for SBC and its customers. Deliver this by coordinating the planning, design, development, implementation and management of administrative and operational processes and procedures.

- Authorise plans for the development and management of scheduling and planning tools/processes to meet service needs across the department.
- Direct the strategy for the future of the Operations Planning, Resourcing and Scheduling functions, ensuring the ability to work closely with the Operations Managers (for localities, trade, operations and technical). Assess and approve the generation of a “real time” schedule of work, using data analytics methodology and techniques.
- Manage and monitor performance and productivity across the operations department recommending areas of improvement for the customer and propose areas of cost reduction through resource optimisation.
- Provide strategic leadership and strategic oversight of appropriate operations and budgets, ensuring that KPIs are met and continuously improved.
- Ensure that key relationships between external contractors/suppliers and the Operations teams are fully embedded.

### **Customer Services**

- Work in partnership with Heads of Service across the business to drive the council’s Customer Strategy and improve the customer journey and maximize the use of the customer services function.
- Lead customer focused change programmes focusing on improvement of the customer experience across both the Operations department and the council as a whole.
- Provide leadership and strategic oversight of customer service operations and budgets, ensuring that KPIs are met and continuously improved.
- Approve the delivery of a consistent multi-channel (face to face, telephony, web based and email) service to the resident.
- Define and deliver the council’s customer engagement processes, ensuring accurate logging and routing of cases to the relevant business units; and a tracking service to ensure compliance with the set standards and customers of the Council.
- Identify and deliver opportunities for digitising services, offering web based and interactive services to customers; providing the business case/proposal for change through to leading the project, including design and implementation of changes.

### **Supplementary Accountabilities**

- Work co-operatively as part of the Operations management team and colleagues on all matters of operations and business development.

- As a line manager, to ensure that the organisation's health, safety, equality, diversity and inclusion policies are fully implemented at all times and in all aspects of service delivery and employment.
- Adopt a collaborative and supportive approach, maintaining up to date professional knowledge and providing advice and assistance to colleagues as required.
- To support the Head of Customer Strategy & Operations in preparing, writing Cabinet/Committee reports and briefings, for the Head of Customer Strategy & Operation to present.

### **Knowledge & Experience**

- Experienced of managing operational services in the public or private sector.
- A track record of managing and delivering high performing services
- Ability to lead, influence, direct and develop multi-functional groups
- Experience of using ICT as an analytical and management tool.
- Excellent financial and people management skills.
- Able to work to tight deadlines and conflicting demands whilst demonstrating a strong commitment to quality, customer care and service delivery.
- Self-motivated and ability to make appropriate decisions using own initiative.
- Experience of work in partnership across teams, the wider organisation and external parties.
- Excellent listening, communication and interpersonal skills.
- Experience of conflict resolution.
- Experience of leading, implementing and adapting to change.
- Experience of managing high value budgets

### **Qualifications**

- Management qualification or compensatory experience in the field.

### **Decision Making**

- Can make effective decisions quickly and will act on own initiative in order to resolve problems
- Shows creativity in using resources to deliver cost effective services
- Has proven results obtained through team work and individual effort
- Has corporate and political insight and consideration
- Accountable for the successful operational delivery of the services

### **Creativity and Innovation**

- Reviews ways of working and identifies opportunities to improve the quality of work of the team
- Identifies creative solutions to Council wide issues and takes action to address them

- Shows creativity in using resources to deliver cost effective services, looking beyond the boundary of current service delivery
- Continually identifying, evaluating and implementing innovative new areas of partnership to maximise and enhance the benefits for the wider community

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• Line Management of 4-6 staff</li> <li>• Overall responsibility for 35-40 staff</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• Service and operational management</li> <li>• Performance management and reporting</li> <li>• Staff management</li> </ul>	<p><b>Budget Holder Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>Yes – circa £1.0-1.5m</p> <p>Personal IT equipment</p>
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**Contacts and Relationships**

Working in a collaborative manner with Members, other directorates, external and internal customers, community members and other bodies that interact with this role.

**Values and Behaviours**

We strive to underpin our culture of being At our Best through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

**Other Key Features of the role**

- Ability to lead a team providing clear direction and a motivational and inspirational environment for them to develop
- Team player capable of influencing and working within cross-functional teams
- Able to deal with ambiguity and the pace of change within local government, confidently making and standing by decisions in challenging situations and persisting with flexibility in the face of setbacks
- Having the confidence to speak out for what is best for Swindon, even when it is not easy to do so.

- Ability to make site visits throughout the Borough and attend meetings outside the Borough.

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name::
<b>Date:</b>	