

<b>Job Title:</b> Customer Service Team Leader	<b>Role Profile Number:</b> CU00001
<b>Grade: N</b> <b>Salary:</b>	<b>Date Prepared:</b> May 2022
<b>Directorate/Group:</b> People, Culture and Organisational Resilience	<b>Reporting to:</b> Customer Operations Manager

**Job Purpose**

To provide real time line management support to our team of Customer Information Guides, ensuring the agility of staff to keep up with the real time challenges of providing our customers with a professional service.

To monitor, deliver and promote a high quality standard of service that is flexible and accessible to Swindon Borough Council’s community and to deliver and maintain that service to agreed Service Levels.

To develop and implement the best principles of Customer Care and Equal Opportunities policies, by identifying the best way of delivering services within available resources through face to face contact, telephone contact, written communication, email or other channels.

**Key Accountabilities**

- To support all Customer Services Functions, the Contact Centre (Call Centre) the reception and cash office area (face to face).
- To carry out the day-to-day management of the Customer Services teams and ensure the highest standard of service is maintained at all times in all areas of Customer Services.
- To work with the Customer Service Senior and customer service Trainer on improvements of remodelling the way we provide our customers with the service they require.
- To monitor performance against agreed standards and targets and undertake regular reviews of the services to ensure the effective operation of our telephone systems, computer systems and Customer Services Team, both on the telephone and face to face, to ensure targets and quality of service are met.
- To take action to develop and improve performance to exceed key performance indicators or when key performance indicators are not met.
- Provide regular information to your manager on performance against the Key Performance Indicators for reporting of those indicators on a monthly basis.

- To manage the council's corporate complaints tracker ensuring complaints are responded to in a timely and correct manner.
- To act as the Link officer between the council and the Local Government Ombudsman, ensuring deadlines are met.
- To assist your manager in identifying ways we can improve the service we provide by making it more efficient and effective.
- To adhere to the Data Protection Act.

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Experience of customer services, face to face and contact centre working environment, dealing with customers and their queries.
- Experience of effectively handling and diffusing angry or difficult customers.
- Experience of managing complaints and knowledge of the Local government ombudsman.
- Supervision or management of a team.
- Excellent people management skills.
- Excellent coaching and mentoring skills including the ability to provide balance objective observed feedback.
- To be able to give constructive feedback on a regular basis in order to foster a culture of continuous improvement.
- To be able to motivate and support others.

### **Qualifications**

GCSE level or equivalent

**Decision Making**

To follow pre-defined processes and apply pre-defined rules to situations to enable consistent decision making.

**Creativity and Innovation**

To identify opportunities and recommend service improvement changes to their Manager

**Contacts and Relationships** *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

External contact – Customer/resident

Internal contact – Peers and Team Leader

**Other Key Features of the role** working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury

Risks involved are those, which would normally be associated with working with the public, which can include verbal abuse.

The nature of the role means that at times the outcome of a “situation” is the death or hospitalisation of your customer.

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