

**DARLINGTON BOROUGH COUNCIL**  
**ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES**

**JOB DESCRIPTION**

<b><u>POST TITLE :</u></b>	Team Leader – Customer Services
<b><u>PAY BAND :</u></b>	Band 8
<b><u>JOB EVALUATION NO.</u></b>	C2742
<b><u>REPORTING RELATIONSHIP</u></b>	Customer Services Manager
<b><u>JOB PURPOSE :</u></b>	<ol style="list-style-type: none"><li>1. To manage the day to day functions of the Customer Services' face to face and telephone services, providing high quality advice and assistance to customers.</li><li>2. To deputise for the Housing Manager – Housing Income and Customer Services, undertaking staff management duties.</li></ol>
<b><u>POST NO.</u></b>	POS006595
<b><u>PDR COMPETENCY FRAMEWORK</u></b>	Level 2, Core Management Competencies for all managers

**MAIN DUTIES/RESPONSIBILITIES**

1. To support the Housing Manager – Housing Income and Customer Services in all aspects of the organisation, administration and management of Customer Services, deputising in the Manager's absence. To represent Customer Services as required.
2. To manage the day to day delivery of face to face and telephone services within Customer Services, including:
  - (a) Providing prompt and efficient face to face and telephone services that aim to resolve all customer enquiries at the first point of contact.
  - (b) Ensuring that customers are provided with a quality service which meets customer demands, performance targets and reduces repeat enquires.
  - (c) Ensuring the availability of sufficient resources to meet customer demand, organising rotas and deploying additional staff where required.
  - (d) Monitoring of face to face enquiries and telephone calls to identify and implement service improvements and staff training needs.
  - (e) Actively taking into account the views of customers, including complaints about the service.
3. To provide a prompt and high quality advice service to all customers:
  - (a) To personally deal with and aim to resolve all enquires received at the first point of customer contact.
  - (b) To act as the first point of contact for all escalated customer complaints and enquires, aiming to resolve these without resorting to the formal complaints process.
  - (c) To act as the first point of contact for all staff enquires and complex cases.
  - (d) To deal with e-mails and other correspondence.

4. To support the delivery of digital channels as a way of delivering customer services in the most efficient way, including:
  - (a) Identifying opportunities to deliver services digitally through face to face and telephone call monitoring
  - (b) Promoting digital channels and self-serve options to customers where possible
  - (c) Directing face to face customers to self-serve options in the Contact Centre
  - (d) Providing full assistance and support to vulnerable customers who are unable to self-service through digital channels
5. To manage and support staff in undertaking their duties, ensuring positive, effective and responsive two-way communications, leadership, guidance, direction and development, including:
  - (a) Motivating, guiding and developing staff
  - (b) Dealing promptly and effectively with routine staffing matters
  - (c) Organising staff rotas to ensure sufficient staffing resources are available to meet customer and workload demand
  - (d) Ensuring daily, weekly and monthly tasks undertaken by staff are completed promptly and accurately
  - (e) Undertaking regular one to one meetings with staff, at least monthly
  - (f) Recruiting new staff to the service
6. To ensure that staff can carry out their duties by providing prompt and effective training and coaching, ensuring knowledge, skills and capabilities match business and customer needs.
7. To deliver and develop services with a wide range of internal and external partners such as Housing Services, Revenues and Benefits, Street Scene, Transport and Projects, Private and Social Landlords, CAB and other statutory and voluntary organisations, to resolve customer enquiries.
8. To review procedures in line with consultation findings and best practice. To lead on projects, as required, to implement changes to processes.
9. To produce and analyse performance reports and develop action plans to ensure performance is maintained and improved, where possible.
10. To participate in the rota duty to ensure adequate cover throughout the working day and that the Contact Centre is both opened and closed within published opening hours.
11. To bank the day's cash takings, adhering to Audit guidelines. To ensure the necessary returns are completed and service areas are informed of their takings on a weekly basis. To authorise refunds.
12. Ensure that the PDR process operates effectively within your team and end of year reviews are completed and submitted to the Council's timescales.
13. Manage your team in line with all the Council's policies and procedures and ensure that employees are aware of their obligations under these.
14. Behave according to the Employees' Code of Conduct and ensure that employees in your team are aware of their obligations and responsibilities re. conflicts of interest, gifts, hospitality and other matters covered by the Code.
15. Ensure that the Council's Equality agenda is implemented effectively in your team and to carry out your duties as a manager and employee in line with these.

16. To fulfil your health and safety management role as detailed in both Corporate and Group Health and Safety Policies, organisational statements and procedures to ensure a safe working environment for yourself, members of your team and others who may be affected by your team's activities.
17. Any other duties of a similar nature related to this post that may be required from time-to-time.
18. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
19. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.
20. This post is subject to a Standard disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee will be subject to rechecking as required from time to time by the Council.

**Date: September 2019**

**DARLINGTON BOROUGH COUNCIL**

**PERSON SPECIFICATION**

**TEAM LEADER – CUSTOMER SERVICES**

**ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES**

**POST NO. POS006595**

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
<b>Qualifications &amp; Education</b>			
<b>1</b>	Customer Services NVQ Level 3		<b>D</b>
<b>Experience &amp; Knowledge</b>			
<b>2</b>	Approx. 3 years' experience of working in a Customer Services environment	<b>E</b>	
<b>3</b>	Approx. 3 years' experience of working with members of the public in a high-volume environment dealing with sometimes angry and aggressive customers	<b>E</b>	
<b>4</b>	Experience of interpreting legislation, policy or procedures to give recommendations and advice	<b>E</b>	
<b>5</b>	Understanding of data protection principles and information security	<b>E</b>	
<b>6</b>	Experience of managing front-line operational services in a busy challenging environment		<b>D</b>
<b>7</b>	Experience of working on Lagan CRM and telephony systems		<b>D</b>
<b>8</b>	Experience of working with computers and competency in Office Applications such as Word/Excel/Access/Outlook.	<b>E</b>	
<b>Skills</b>			
<b>9</b>	Ability to give senior managers accurate and up to date advice, information and support on a broad range of Council services	<b>E</b>	
<b>10</b>	Ability to supervise and lead staff, including giving motivation, advice, guidance and managing performance development	<b>E</b>	
<b>11</b>	Ability to communicate both orally and in writing to a wide range of audiences, including delivering presentations	<b>E</b>	
<b>12</b>	Ability to interpret and communicate complex information and legislation	<b>E</b>	
<b>13</b>	Ability to produce written procedural guidance for staff and deliver staff training	<b>E</b>	
<b>14</b>	Highly effective interpersonal and communications skills	<b>E</b>	
<b>15</b>	Ability to use initiative and make decisions outside immediate policy and procedure, and without reference to a manager	<b>E</b>	
<b>16</b>	Ability to develop, monitor and review reports and procedures	<b>E</b>	
<b>17</b>	Ability to work under pressure, prioritise work and allocate resources to meet deadlines and targets	<b>E</b>	
<b>18</b>	Ability to carry out the financial requirements of the post in line with Council processes	<b>E</b>	
<b>19</b>	Understanding of data protection principles and confidentiality	<b>E</b>	
<b>Personal Attributes</b>			

<b>20</b>	Flexible approach to working arrangements, reliable and self-motivated	<b>E</b>	
<b>21</b>	Strong commitment to customer care	<b>E</b>	
<b>22</b>	Ability to continuously learn, develop and embrace change leading others through change	<b>E</b>	
<b>Special Requirements</b>			
<b>23</b>	Satisfactory standard disclosure	<b>E</b>	
<b>24</b>	The ability to communicate at ease with customers and provide advice in accurate spoken English	<b>E</b>	