



JOB TITLE:	Customer Team Leader		
GRADE:	G9	SERVICE AREA:	Customer Experience Centre
JOB CODE:	EEC20CUSTG9		
REPORTS TO:	Customer Delivery Manager	LOCATION:	TBC
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. 		

At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:

- Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- Embrace change and strive for improvement continuously;*
- Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- Challenge the status quo, enable and empower, act with integrity.*
- Together, they will deliver services that the people of Walsall will be proud of.*

Main purpose of the job role:

- To lead and oversee an operational team of customer advisers, ensuring they deliver a high level of customer experience while promoting a positive working culture and championing new ways of working.
- To identify and develop opportunities for continuous improvement and the use of digital channels for customer access and management.
- To communicate verbally with customers and provide advice and/or information in accurate spoken English

3. Role specific duties and accountabilities:

Horizon Scanning

- Anticipate and plan for the future of the team
- Lead change in procedure and policy based on issues encountered
- Work innovatively to resolve issues that have been escalated by either the customer adviser or senior customer adviser

4. Work with partners, communicating effectively with both Walsall Council service areas, team members (both junior and senior to this role, providing guidance where possible), and any external customers whose issues have been escalated
5. Demonstrate an understanding of the operations of each service area as well as capabilities in order to effectively deal with customer issues
6. Act with commercial sense, dealing with requests appropriately and with regards to any procurement activity, making shrewd purchases which are cost-effective but appropriate for business requirement
7. Embed Walsall's vision and values

Leading People

8. Ensure development of more junior members of staff is at the forefront of their minds – providing guidance and support on issues and establishing a working atmosphere conducive to learning and development
9. Demonstrate our values and behaviours, and encourage this in other team members – representing the council appropriately within a customer facing position
10. Unlock talent and maximise potential – spotting positive attributes in staff and encouraging further
11. Effective communication, clearly and concisely putting across perspective and understanding of others
12. Promotion of health and wellbeing within the customer experience centre team
13. Ensure equality and diversity is valued and promoted

Managing Resources

14. Ensure value for money on all council spend within our own control
15. Plan and manage own budget, ensuring it is spent well and reported accurately
16. In some areas this will include commercial skills and generating income
17. Ensure our teams have the tools they need to do their job
18. Manage our assets (including our location)

Managing Performance

19. Regularly manage performance of the customer experience centre team
20. Lead on team performance, providing procedural updates where appropriate to ensure a better service. Record metrics to give a view on performance.
21. Maintain high quality and lead improvements
22. Take pride in ensuring we do the best job we can for the Walsall People who contact requesting some form of service

Managing Self

23. Lead the way in our own professional development
24. Ensure all members of staff have a clear view on their responsibility and the wider responsibility of the customer experience centre
25. Network with service areas to gain their perspective on performance management

4. Key Stakeholders and reporting lines

- External Customers
- Report to Customer Delivery Manager and then Head of Customer

1. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



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Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form =A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours:		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	I	3
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities/Skills:		
Excellent written and verbal communication skills	A/I	3
Excellent organisational skills	I	3
Excellent IT skills	A/I	3
Excellent supervisory skills	I	3
Excellent project management skills	A/I	3
Excellent time management skills	I	3
Ability to recommend and implement service improvements and new ways of working	I	3
Ability to effectively supervise customer advice, prioritise own work load and that of the those reporting to ensure performance is delivered in line the service need	A/I	3

Ability to ensure that confidentiality and security of information and documentation is maintained at all times, recognising that information is both confidential and sensitive.	I	3
Ability to prioritise own work load and that of the team to ensure high performance	I	
Motivated, resourceful and resilient with a proven ability to work on own initiative possessing the ability to evaluate options, balance competing pressures and produce the required results on time	I	3
Ability to effectively manage a team including remote workers	A/I	3
Ability to project manage (defining the plan, deliver and implement)	A/I	3
Ability to manage relationships at a senior level	I	2
Demonstrate the ability to be an assertive and confident communicator when dealing with difficult situations.	I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative)		
Evidence of continuous professional development	A	
Excellent understanding of the requirements of an exemplary efficient	I	3
Proven supervisory experience	A/I	3
Proven quantitative and qualitative project management experience	A/I	3
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed		
Educated to at least Degree/HND level or equivalent experience	A	
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
Prepared by: Anne-Marie Millard	Date: February 2020	