



JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES) Manager Template

JOB TITLE:	Customer Team Leader (Building Control Specialist)		
GRADE:	G9	SERVICE AREA:	Customer Experience Centre
JOB CODE:	EEC20CUSTG9		
REPORTS TO:	Customer Delivery Manager	LOCATION:	TBC
SPECIAL CONDITIONS:	<p>The post holder will be required to undertake planned duties and/or reactive responses outside normal working hours, including at short notice. A rota for out of hours duties may from time to time be in place and will be subject to the Authority's terms and conditions as may be in place at the time. The post holder will be required to work on such a rota if it is in place.</p> <p>For this role the successful candidates must undergo a Baseline Personnel Security Standard (BPSS) check. BPSS is the minimum standard to ensure the identity and integrity of an employee who has access to official information using secure networks linking central government and local authorities. A BPSS check involves four main elements; Identity Check, National and Immigration Status, Employment History (last 3 years) and Verification of Criminal Record (unspent convictions only).</p> <p>This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers.</p>		

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.

- Supervise the Building Control Technical support as a CXC family, delivering an efficient service in response to building control applications and other related requests for information.
- To identify and develop opportunities for continuous improvement and the use of digital channels for customer access and management.
- Produce reports on Building Control Performance Standards and other targets set for the Building Control family using technical channels used in CXC at the request support Building Control Team Manager and Customer Delivery Manager
- To communicate verbally with customers and provide advice and/or information in accurate spoken English
- Be aware of Approved Inspector (AI's) activity on a day-to-day basis within the borough support senior officers in Building Control in the retention of the Building Control market share, whilst also shaping CXC service digitally with any automated changes.

3. Role specific duties and accountabilities:

Horizon Scanning

1. Maintain an up-to-date knowledge of government initiatives/targets in relation to Building Control Performance Standards.
2. Anticipate and help plan for the future of the CXC team and other family groups with Customer Delivery Manager and CXC Team Leaders
3. Support change in procedure and policy based on issues encountered
4. Work innovatively to resolve issues that have been escalated by either the customer adviser or senior customer adviser; Use problem solving tools communicate to both CXC Delivery Manager and Building Control Team Leader
5. Work with partners, communicating effectively with both Walsall Council service areas, team members (both junior and senior to this role, supplying guidance where possible), and any external customers whose issues have been escalated
6. Demonstrate an understanding of the operations of each service area as well as capabilities to effectively deal with customer issues
7. Embed Walsall's vision and values
8. Access and update as required A Programme Assessment System (APAS) as required

Leading People

9. Mentor staff who are undertaking the CIOB Level 3 in Technical Support for Public Service Building Standards or who are enhancing their experience
10. Ensure development of more junior members of CXC into the Building Control family. Staff is at the forefront of their minds – supplying guidance and support on issues and establishing a working atmosphere conducive to learning and development
11. Demonstrate our values and behaviours, and encourage this in other team members – standing for the council appropriately within a customer facing position
12. Unlock talent and maximise potential – spotting positive attributes in staff and encouraging further
13. Effective communication, clearly and concisely putting across perspective and understanding of others
14. Promotion of health and wellbeing within the customer experience centre team
15. Ensure equality and diversity is valued and promoted

Managing Resources

- 16. Ensure value for money on all council spend within our own control
- 17. In some areas this will include commercial skills and generating income
- 18. Ensure our teams have the tools they need to do their job
- 19. Manage our assets (including our location)

Managing Performance

- 20. Regularly manage performance of the customer experience centre team
- 21. Liaise between CXC and Building Control on family performance, providing procedural updates where appropriate to ensure a better service. Record metrics to give a view on performance.
- 22. Maintain high quality and lead improvements
- 23. Access, edit and create information stored on the councils GIS system.
- 24. Take pride in ensuring we do the best job we can for the Walsall People who contact requesting some form of service

Managing Self

- 25. Lead the way in our own professional development
- 26. Ensure all members of staff have a clear view on their responsibility and the wider responsibility of the customer experience centre
- 27. 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 Council's 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.



JOB TITLE Customer Team Leader (Building Control Specialist)	GRADE G9	
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
<u>Behaviours:</u>		
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 IT skills	A/I	3
Excellent Supervisory skills	A/I	3
Ability to recommend and implement service improvements and new ways of working	A/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 always maintained and kept, recognising that information is both confidential and sensitive.	I	3
Ability to prioritise own workload and that of the team to ensure high performance	I	3
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	2
Ability to manage relationships at a senior level	I	2
Demonstrate the ability to be an assertive and confident communicator when dealing with demanding situations.	I	3
The ability to communicate verbally with customers and give advice and/or information in accurate spoken English is essential for the post.	I	3
Knowledge/Experience: specify type, level and qualitative (not		
Able to demonstrate a thorough knowledge of current Building Control Legislation and Regulations	I	3
Able to advise and guide users of the service to ensure quality submissions of Building Regulation and associated Legislation applications	I	3
Ability to supervise, issue work, train staff within the Building Control family	I	3
Ability to prioritise own workload and make decisions regarding the work of the Building Control technical support family group	I	3
Evidence of continuous professional development	A	
Be able to demonstrate experience in the service sector with theoretical, practical and procedural knowledge across one or more of the following services – Customer Contact, school admissions, Blue Badge, Parking, Registrar, Planning/Building Control and Resilient Communities	A/I	3
Broad experience working within a Building Control Service or similar	A/I	2
Exceptional understanding of the requirements of an exemplary efficient customer support service and how to take this forward	I	3

Proven supervisory experience	A/I	3
Proven quantitative and qualitative project management experience	A/I	3
Qualification: CIOB Level 3 Certificate in Technical Support for Public Service Building Standards or relevant experience	A/I	3
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:	Kirstin Smith	Date: 10/02/2022