



# Walsall Council

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

<b>JOB TITLE:</b>	<b>Customer Programme Lead</b>		
<b>GRADE:</b>	G14	<b>SERVICE AREA:</b>	Customer Engagement/ Money Home Job
<b>JOB CODE:</b>		<b>LOCATION:</b>	Any Council Premises
<b>SPECIAL CONDITIONS:</b>	This role is a front facing role and is covered by the Fluency Duty (as post-holder will be required to communicate verbally with customers and provide advice and / or information in accurate spoken English).		
	This role requires regular visits to a number of dispersed sites (supervising staff and undertaking health and safety inspections).		

### 1. Main purpose of the job role:

The main purpose of this job is to help the Head of Service to:

- Improve services to customers
- Empower people to be the best they can
- Reduce costs

They will lead specific programmes of work involving large scale legislative changes or large scale service transformations that involve multiple projects running concurrently.

They will support the Head of Service to deliver sustainable changes across the Customer Engagement service that are designed through the Council's 'New Ways of Thinking' Framework (which consists of five core elements Aim, Know, Decide, Respond, and Review).

The Customer Transformation Programme Lead will work with staff at all levels to ensure that systems of work:

- Give help to residents both when and where they need it
- Reduce the cost of delivering services; or
- Release staff capacity to be re-deployed into other work
- Empower people to be the best they can

2. Role specific duties and responsibilities: please refer to role of the manager detail or advice & guidance document

### Horizon Scanning

- Develop long-term strategies across Customer Engagement to help deliver positive outcomes for customers both now and in the future.
- Take account of relevant legislative and policy changes to ensure the Council continues to meet its current and future statutory obligations.
- Support the Head of Service to deliver high quality services across Customer Engagement.
- Ensure council assets (including buildings) are appropriately maintained / are of the right quality and are managed within the correct health and safety standards.
- Create an environment that provides opportunities for individuals and communities to fulfil their potential.

### Leading People

- Provide day to day operational management within the Customer Engagement services.
- Support transformation interventions (with particular focus on digital by design, creating the right thinking and culture).
- Assist in problem solving and development of creative solutions to meet customer demands.
- Work with staff at all levels to ensure that systems of work:
  - Give help to residents both when and where they need it
  - Reduce the cost of delivering services
  - Release capacity to carry out other value work
  - Empower people to be the best they can

### Managing Resources

- Responsible for over 80 members of staff (grade 13 or below).
- Responsible for budgets of up to £3m.
- Lead programmes of work involving large scale legislative changes or large scale service transformations that involve multiple projects running concurrently.
- Oversee development of invitation to tenders and large-scale procurement activities.

### Managing Performance

- Investigate issues resulting from complaints and take action necessary to drive service improvement.
- Responsible for establishing and maintaining relevant performance standards to provide measureable and auditable assurances.

- Use data to analyse customer demand, capability of the current system and the capability needed to fully meet customer demand.
- Understand and remove failure demand within a system and to improve the flow of value work.
- To support the Head of Service to design and implement significant changes to working practices, procedures and processes which impact customer delivery.

#### Managing Self

- The role requires a deep and thorough understanding of services delivered within the Customer Engagement Directorate.
- Undertaking relevant Continuous Professional Development to maintain high level of specialist knowledge.
- Responsible for overseeing bid development and securing grants.
- Providing information on service performance to Councillors / Public / Senior Managers / External Bodies (such as MHCLG and DWP).
- Producing and presenting relevant Cabinet Reports.
- Reviewing financial trend data.

### **3. Corporate duties and responsibilities:**

- The post holder will promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder 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 are fully compliant with Council strategy, vision, aims, objectives and priorities and play their part in achieving these. This includes compliance with Standing Orders and Financial Regulations. Where applicable, to manage budgets and other resources.



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JOB TITLE Customer Programme Lead		GRADE G14
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and responsibilities of the job safely and effectively.	Indicate when Assessment is possible: at shortlist=S interview=I both=S/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> <i>refer to corporate behaviours document</i>		
<b>Professionalism</b> - 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.	S/I	3
<b>Leadership</b> - 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.	S/I	3
<b>Accountability</b> - 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.	S/I	3
<b>Transparency</b> - 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.	S/I	3
<b>Ethical</b> - 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.	S/I	3
<b>Abilities/Skills:</b> (refer to JE guidance document)		
The ability to interpret complex financial information	S/I	3
The ability to investigate complex situations where there is a requirement to examine various information, some of which may be conflicting in order to resolve the problem	S/I	3
Able to deliver results in high pressure environment	S/I	3
Ability to interpret complex legislative information	S/I	3
An understanding of customer demand and services alignment to customer demand	I	3
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
Significant experience of helping customers	S/I	3
Experience in managing large scale legislative changes or large scale service transformations that involve multiple projects running concurrently.	S/I	3
Deep and through understanding of either Revenues and Benefits or Housing and Welfare Rights	S/I	3

<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.			
Educated to degree level or equivalent experience.		S	
<b>Other Essential Requirements</b>			
An awareness of, and commitment to, equality of opportunity		I	3
Awareness of, and commitment to, confidentiality and handling data		I	3
<b>Prepared by:</b>	Elise Hopkins	<b>Date:</b>	7 <sup>th</sup> May 2019