



# Role Profile

<b>Customer Service Manager</b>			
Reference No.	A5138	Type	Individual
Service	Customer & Online Services		
Job Family	Team Manager 2	Grade	FC10

<b>Purpose</b>
<p>Leading, managing and developing complex multi-purpose and specialist Customer Service teams.</p> <p>Ensuring the delivery of a consistent, professional, high quality and customer focussed service which promotes and implements the Council's aims and values.</p> <p>Contributing to the development of policy and designing strategies to deliver services for customers.</p> <p>Managing partner relationships with Services, Directorates and third-party agencies.</p>

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
<p>Leading, managing and developing complex, multi-purpose and specialist Customer Service Teams</p> <p>Leading on specialist Customer Service areas, strategically and operationally, making sure that strategies and priorities are set. Ensuring service levels are maintained and improved and that customer needs are met while delivering agreed outcomes.</p> <p>Ensuring a co-ordinated business focussed approach to service delivery while sustaining high quality customer focused services.</p> <p>Acting as a strategic lead for one or more of the following</p> <ul style="list-style-type: none"> <li>• Online Services</li> <li>• Contact Centre</li> <li>• Customer Service Centres</li> <li>• Registration</li> <li>• Concessionary Travel</li> <li>• Customer Feedback</li> </ul>	<p>Educated to SCQF level 9 or equivalent experience</p> <p>Considerable people and resources management experience within a customer facing environment</p> <p>Able to think strategically with experience of translating strategy into deliverable plans (Deliver Results – see ‘How We Work Matters’ framework)</p> <p>Extensive experience of shaping and delivering services for customers/communities (Focus on Customers)</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Leading, managing and developing complex, multi-purpose and specialist Customer Service Teams</p> <p>Leading on specialist Customer Service areas, strategically and operationally, making sure that strategies and priorities are set. Ensuring service levels are maintained and improved and that customer needs are met while delivering agreed outcomes.</p>	<p>Considerable people and resources management experience within a customer facing environment</p>	<p>✓</p> <p>✓</p>	

<p>Ensuring a co-ordinated business focussed approach to service delivery while sustaining high quality customer focused services.</p> <p>Acting as a strategic lead for one or more of the following</p> <ul style="list-style-type: none"> <li>• Online Services</li> <li>• Contact Centre</li> <li>• Customer Service Centres</li> <li>• Registration</li> <li>• Concessionary Travel</li> <li>• Customer Feedback</li> </ul>	<p>Able to think strategically with experience of translating strategy into deliverable plans (Deliver Results – see ‘How We Work Matters’ framework)</p> <p>Extensive experience of shaping and delivering services for customers/communities (Focus on Customers)</p> <p>Educated to SCQF level 9 or equivalent experience.</p>	<p>✓</p> <p>✓</p>	
<p>Managing Customer Service Lead Officers by providing advice and direction on work-related issues according to legislation and Council policy.</p>	<p>Staff development experience</p> <p>Performance Management skills</p>	<p>✓</p>	<p>✓</p>
<p>Developing and realising the full potential of employees through effective objective setting, performance management and skills development to ensure high standards of service delivery.</p>	<p>People Management Skills</p>	<p>✓</p>	
<p>Leading a performance management culture that drives continuous improvement and best value across the Service and partner Services.</p>	<p>Performance management skills</p>		
<p>Ensuring the effective management of devolved capital and revenue budgets, in accordance with the Council Financial policies, Scheme of Delegation, regulation, legislation, etc.</p>	<p>Financial Management skills</p>	<p>✓</p>	

Leading a co-ordinated service focussed approach to the provision of customer facing services while planning, delivering and maximising the efficient and effective use of physical, financial and staff resources.
Taking responsibility for all devolved customer management related issues, e.g., corporate complaints, customer service standards, performance standards, information management etc.
Providing support for continuous review, improvement, and development, implementing changes to where appropriate to management and operational structures in line with changing objectives and resources.
Leading the development and implementation of key strands of the Customer Management strategy within the Council including making efficient use of online services, telephone contact and face to face interventions.
Leading in the development and implementation of new customer service ideas and best practices across service boundaries ensuring front-line employees work in a culture of customer service excellence
Managing the transition and implementation of services, strategies, and initiatives from a corporate or Service based delivery function to designated area and thereafter assume operational responsibility.
Leading on performance development and delivery, monitoring and evaluating outcomes.
Supporting the Head of Service by developing strategies and practices which support the Service's aims and values and the Council's Customer Management strategy.

	✓	
Experience dealing with complex and competing customer or service demands (Deliver results)	✓	
Organisational Skills (Work together)	✓	
Planning Skills (Embrace technology and information)	✓	
Resource Management skills	✓	
Experience of Cross Service/multi-agency working	✓	
Quality Management skills	✓	

Developing, fostering, and managing sustainable working relationships with elected members and effectively manage the link role between elected members and Services in the provision of high-quality sustainable services.	Leadership Skills	✓	
Promoting effective partnerships and work across the Service and partner organisations to ensure a shared understanding and commitment to quality service delivery.	Ability to develop and lead communication to a wide range of stakeholders outside and within the organisation (Take ownership)	✓	
Managing of all health & safety issues, ensuring compliance with appropriate legislation and regulations		✓	
Ensuring compliance at all times with the Council's Financial Regulations and Standing Orders, and the Scheme of Delegation		✓	
Ability to undertake 'out of hours' working if required.		✓	
Ability to travel across Fife.		✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – this is a generic role; however, this particular job may also require you to undertake the following:			
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<b>Contact Centre</b>			

Responsible for the effective operation of the Contact Centre's telephony system (including workforce management tools and effective call recording).	Knowledge of Contact Centre operations		✓
<b>Registration</b>			
Responsible for the delivery of the registration of births, deaths, and marriages in conjunction with National Records Scotland (NRS).	Knowledge of registration		✓
<b>Customer Service Centres</b>			
Responsible for face-to-face operations on behalf of the Council ensuring access at facilities across Fife.	Knowledge of council services		✓
Ensuring appropriate face to face services are available for the citizens of Fife			
Responsible for rent collection	Knowledge of debt legislation		✓
<b>Online Services - A5072</b>			
Responsible for planning, designing, and implementing the Council's website. The post holder will work collaboratively to meet the needs of different internal and external audiences.	Knowledge of current and emerging digital technologies to ensure the Council maximises its reach and develops business opportunities		✓

<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	