**Job Description**

# Section A: Job Profile

*The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.*

## Job Details

|  |  |
| --- | --- |
| Job Title: | Team Leader |
| Salary: | £37,035 - £39,513 |
| Grade: | Grade 10  |
| Hours: | Up to 37 hours per week  |
| Team: | Customer Services  |
| Service Area: | Customer Experience  |
| Primary Location: | Customer Service Centre, County Hall, Oxford, OX1 1ND  |
| Budget responsibility: | None |
| Responsible to: | Service Delivery Manager |
| Responsible for: | Customer Service Advisors |
| Political Restricted Post: | No |

## Job Purpose

|  |
| --- |
| The Customer Service Centre (CSC) provides the first point of contact for all initial customer enquiries across a wide range of council services and channels including phone, email, social media and face to face’.Our vision is: ‘to provide excellence in customer service to the residents, and visitors to Oxfordshire’.Our key aims are:* to deliver a superior experience to all our customers and our colleagues within Oxfordshire County Council;
* to achieve operational excellence and industry accreditation;
* to be a high performing customer experience service;
* to ensure that our customers have trust, confidence, re-assurance and respect in everything we do.

As a Team Leader in the Customer Service Centre you will work closely with the Service Delivery Manager and the wider management team to contribute to the provision and management of an effective Customer Service Centre. You will be directly responsible for managing the day to day operations of a number of service areas and will line manage a Team Supervisor and a team of up to ten consisting of Customer Service Advisors, Specialist Customer Service Advisors and Apprentices. This post holder is responsible for ensuring that all relevant County policies and procedures are adhered to and concerns are raised in accordance with these policies.  |

## Job Responsibilities

|  |
| --- |
| * Responsible for working with the CSC Recruitment and Training Officer for recruiting, selecting and inducting staff within the Customer Service Centre, providing administrative support during the recruitment, selection and interview process.
* Responsible for developing and training Customer Service Advisors using a coaching style, for monitoring performance and providing constructive and evidence-based feedback informally and formally.
* Ability to lead, manage and motivate a team of Customer Service Advisors to meet the service standards expected by our customers.
* Responsible for all employee relations including performance management, absence management, disciplinary and grievance investigations and staff support in accordance with council policies.
* Responsible for meeting key performance targets in a specific service area, and for supporting the broader aims of the Customer Service Centre and Council.
* Seek to continually improve functions, processes and systems to develop and enhance the customer experience and work closely with project teams to this end.
* Develop and work closely with your Team Supervisor to make sure the team receives appropriate management and supervisory support on a day-to-day basis, and so they are equipped to deputise for you in your absence.
* Accountable for the smooth running of the team and for resolution of customer enquiries; help deal with the most complex contacts and administrative duties within a specified service area and more broadly across the Customer Service Centre.
* Hold effective team meetings and help deliver training updates and briefing sessions; promote clear communication and encourage the sharing of information and staff feedback.
* Be a positive advocate for change; help manage and implement change initiatives impacting the team and facilitate the smooth transfer of new services into the Customer Service Centre.
* Ability to communicate effectively with all stakeholders; to represent your service area and the Customer Service Centre more broadly in meetings both within the council and externally, and deputise for the Service Delivery Manager as required.
* Be responsible for the investigation stage of formal complaints; feedback any lessons learned to individuals and the team, if required, and work on any process improvements within your control, to avoid similar situations happening again.
* Maintain service delivery as part of the Customer Service Centre Business Continuity Plan.
* Ensure all relevant legislation, policies and procedures are kept up to date and staff are informed.
* Responsible for any financial processes and procedures relevant to your service area.
* Be responsible for how the CSC manages all banking, refund and reconciliation processes for services including Residential Parking permits, Blue Badge, and Concessionary Fares.
* Commitment to and understanding of Equal Opportunities for all in Employment and the delivery of services to customers.
* Familiarisation with the Council’s policies on safeguarding children and vulnerable adults and acting in accordance with the inter-agency safeguarding procedures of the Oxfordshire Safeguarding boards.
* Undertake any other tasks as directed by your line manager and which are commensurate with the grade for this job.
* To align to a defined digital mindset and a set of defined of customer centric behaviours and capabilities.
* To provide an assisted digital support for our customers who are not able to interact with OCC online and continue to support them to become more digitally literate.
* To encourage, incentivise and trust colleagues to experiment and embrace digital change.
* Management of the performance management frameworks, supporting Customer Service Advisors to complete competency assessments and collating information for Team Leaders.
* Lead on generic training including customer service standards and induction, organise more specialist training using either in-house resource or external providers to deliver.
* Lead on generic customer service standard training for other parts of the Council upon request and if appropriate to do so.
* Any other duties as may be deemed necessary to carry out the full remit of the role.
 |

# Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe ‘the way we do things here’ so that we deliver great services for our residents. Our values are:

* Always learning
* Be kind and care
* Equality and integrity in all we do
* Taking responsibility
* Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

# Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

|  |  |
| --- | --- |
| Essential Criteria | Assessed By: |
| **Qualifications, training and professional registrations.**Educated to ‘A’ Level or equivalent qualification.  or Significant, relevant knowledge and skills gained through work experience in a similar role in a local authority or customer services environment. | A, I |
| **Skills and knowledge.**A methodical and organised approach to administrative and managerial tasks with an eye for detail and the ability to multi-task, prioritise and manage own and team workload; excellent ICT skills.Experience of working in a fast-paced and high pressurised environment.  | A, I |
| **Relevant experience.**An experienced and knowledgeable customer services practitioner, able to handle the most challenging customer contacts across a range of contact channels including face-to-face and social media, and resolve them in an assured, professional and calm manner. Experience of meeting and exceeding customer expectations and of continuously improving service processes and procedures to this end  | A, I |
| **Personal attributes.**Flexible, resilient, willing to adapt and continuously learn new skills quickly; patient, calm and friendly with an open-minded and confident manner; approachable, readily shares information and service knowledge with others.Largely independent decision-maker and problem solver with the ability to create a range of options and solutions to maximise the use of limited resource and prioritise heavy workloads in an appropriate way; ability to self-motivate, inspire and lead staff. | A, I |
| **Interpersonal skills.**Experience of supervising and managing staff with the ability to influence and motivate people to achieve and exceed personal and team goals using a coaching and mentoring style.Strong communicator both verbally and in writing with the ability to promote a clear sense of purpose and vision for the team; the resilience and determination to bring about change and realise benefits for the customer.  | A, I |
| Desirable Criteria | Assessed By: |
| A formal qualification in customer services or management e.g. NVQ3 or above in Customer Services or ILM2 or above in Leadership and Management.  | A, I, D |
| Experience of analysing statistical data, report writing and presentation skills. | A, I |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role are identified below (those ticked).

|  |  |  |  |
| --- | --- | --- | --- |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | [ ]  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [ ]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [ ]  | Standard Disclosure and Barring Service check | [ ]  | Basic Disclosure |
| [ ]  | Disqualification for Caring for Children (Education) | [ ]  | Overseas Criminal Record Checks |
| [ ]  | Prohibition from Teaching | [ ]  | Professional Registration |
| [ ]  | Non police personnel vetting | [ ]  | Disqualification from Caring |

|  |  |
| --- | --- |
| [ ]  | Other (please specify):       |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

|  |  |  |  |
| --- | --- | --- | --- |
| [ ]  | Provision of personal care on a regular basis | [ ]  | Driving HGV or LGV for work |
| [ ]  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | [ ]  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
| [ ]  | Working at height/ using ladders on a regular/ repetitive basis | [x]  | Restricted postural change – prolonged sitting |
| [ ]  | Lone working on a regular basis | [ ]  | Restricted postural change – prolonged standing |
| [ ]  | Night work | [ ]  | Regular/repetitive bending/ squatting/ kneeling/crouching |
| [ ]  | Rotating shift work | [ ]  | Manual cleaning/ domestic duties |
| [ ]  | Working on/ or near a road | [ ]  | Regular work outdoors |
| [x]  | Significant use of computers (display screen equipment) | [ ]  | Work with vulnerable children or vulnerable adults |
| [x]  | Undertaking repetitive tasks | [ ]  | Working with challenging behaviours |
| [ ]  | Continual telephone use (call centres) | [ ]  | Regular work with skin irritants/ allergens |
| [ ]  | Work requiring hearing protection (exposure to noise above action levels) | [ ]  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| [ ]  | Work requiring respirators or masks | [ ]  | Work with vibrating tools/ machinery |
| [ ]  | Work involving food handling | [ ]  | Work with waste, refuse |
| [ ]  | Potential exposure to blood or bodily fluids | [ ]  | Face-to-face contact with members of the public |

|  |  |
| --- | --- |
| [ ]  | Other (please specify):       |

April 2022