

Job description and specification

Job Title:	HEAD OF CUSTOMER SERVICES
Service:	Financial & Customer Services
Grade:	SMG
Reports to:	Director of Financial & Customer Services

Your job

The post holder will lead, manage and commission customer operations to enable the Council to meet its strategic objectives as outlined in the Corporate Plan.

Service areas include:

- Revenues
- Benefits
- Online Services
- Customer Contact Centre

In this job you will

- You will manage and champion the Council's Customer Service Strategy, to embed customers at the heart of the Council's policy decisions.
- You will ensure, in conjunction with partners, policies and systems are in place for customer services which provide appropriate access for customers, delivering high standards of service at minimum cost to the Council.
- You will manage the Council's benefit payment response to support residents facing financial hardship as a result of welfare reform, engaging with partners and other agencies for prevention, early intervention and crisis support.
- You will monitor, review and maintain performance management arrangements for all functions within the service.
- You will ensure the service meets its financial targets and to ensure compliance with financial roles.

From time to time you may be asked to undertake work as may be determined by the Executive Director of Corporate Services. This will be up to or at a level that is consistent with your job role. This supports our joint commitment in our employee deal to work together as one team and one council to deliver the best service for our customers and communities.

In this job you will need

You must be able to demonstrate the following essential requirements:

- Degree or equivalent professional qualification
- Evidence of continued professional development
- Demonstrable knowledge of customer service best practice, emerging trends and innovations
- Experience and consistent achievement at a senior management level in an organisation of comparable scope and complexity pursuing a transformational agenda.
- Experience of leading, motivating and managing services with multi-disciplinary teams to achieve significant, sustainable improvements and positive outcomes through internal and external partnerships.
- Demonstrable experience, knowledge and understanding of improving and managing performance at both an organisational level and across complex service areas.
- Knowledge of Council services, their service proposition and their impact on local residents and businesses
- Political and Resident/Business focused sensitivity around income collection and the impact on individuals as well as the wider community from collection of local taxation and overpaid benefits.
- Proven ability to lead teams, focused on delivering change and improvement across partnerships and organisational boundaries.
- Planning, prioritising, persevering and delivering improvements to achieve objectives within timescales.
- Ability to explore innovative and creative means of delivering improved service outcomes through effective resource utilisation, whilst minimising risk, and maintaining a focus on delivering business as usual.
- Ability to initiate, develop and implement effective strategies with clear goals and to make clear, informed, appropriate and timely decisions together with an ability to challenge poor service delivery.
- Ability to provide visible and supportive leadership, empowering, motivating and developing staff and fostering a positive organisational culture, focusing on delivering improved outcomes for service users.

Our culture

For us, it is not just about our achievements as an organisation, but about how we do it. At Cheshire East Council we are working for a brighter future together –

- **We have a shared purpose**
- **We are supported and well led**
- **We are treated fairly and highly valued**
- **We succeed together**

This is all underpinned in our employee deal and everyone is expected to uphold their commitments by living by our values and demonstrating our behaviours.

Our values

Flexibility: adaptable, open to learning and resilient

Innovation: creative, challenges convention and always looks to improve

Responsibility: delivers on promises, efficient and has integrity

Service: listens, delivers quality, is reliable and enables others

Teamwork: respectful, inclusive and contributes at all levels

Our COMMITMENT

Shared purpose

- Provide a safe and positive working environment
- Setting clear performance objectives with realistic timescales for delivery
- Having fair and efficient policies and procedures in place and applying them consistently
- Listen, respond and act appropriately when you tell us about something that is inappropriate or wrong

Well led

- Provide honest, respectful and responsible leadership
- Be fair, consistent and timely in our decision making
- Work with you, enabling you to do your best work every day with the right resources, tools and technology

Valued people

- Have regular, useful team meetings, keep you informed and provide an opportunity for everyone to share their views
- Treat you as individuals, be respectful, flexible and supportive
- Care for your health and well-being
- Provide you with regular, meaningful and constructive feedback on your performance through one-to-ones and performance review meetings

Succeeding together

- Offer you opportunities for learning and developing
- Recognise and value your hard work and contribution
- Work together as one team and one council to deliver the best service for our customers and communities

Your COMMITMENT

Shared purpose

- Bring a positive and can do attitude into work
- Be proactive and always responsive to our customers and communities
- Work responsibly and ask for help if you need it
- Tell us if you see or experience anything that is inappropriate or wrong

Well led

- Be honest and reliable
- Get involved, keep informed, make suggestions and share your ideas
- Embrace technology and new ways of working

Valued people

- Participate fully and make helpful contributions to team meetings
- Be respectful of others and work flexibly and collaboratively with colleagues and partners
- Care for your health and well-being enabling you to maximise your attendance at work
- Value helpful constructive feedback and act upon it

Succeeding together

- Take the opportunity to learn and develop
- Be supportive and appreciate others
- Work together as one team and one council to deliver the best service for our customers and communities

Working for a brighter future together

