

## Team Leader – Customer Contact (Social Care) (Tier 4B)

<b>Directorate:</b> <b>Service area:</b>	Resources Directorate Business and Customer Services – Customer Experience Telephony & Digital
<b>Accountable to:</b>	Customer Contact (Social Care) (Tier 4A Delivery Lead)
<b>Accountable for:</b>	Up to 10 HC / 9.68 FTE
<b>Politically restricted post</b>	Not politically restricted
<b>Delivery teams:</b>	Specialist and Customer Service Advisors (Social Care)
<b>Job Title:</b>	T4026 Team Lead – Customer Service Centre (Social Care)
<b>Grade:</b>	Scale J

### Context

You will play an active role as part of our service team working in partnership with our Commissioning Team Leaders to innovate our service delivery capabilities. You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes.

You will manage your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary sector and customers.

### Specific role assignment

You will be responsible for the supervision, development and provision of support to a team of Specialist and Customer Service Advisors (Social Care) and/or Business Support Officers responding to requests from the public and from within the Council, for information, advice and services delivered by electronic means, principally over the telephone

<b>Delivery responsibilities</b>	<ul style="list-style-type: none"> <li>• To work with other members of the Customer Service Centre (CSC) Management Team in support of the planning and development of future operations.</li> <li>• To monitor and manage the changing needs of the Customer Contact (Social Care) service (including Warwickshire's Local Welfare Scheme), making recommendations for service improvement and implementing those improvements to the satisfaction of customers.</li> <li>• To supervise, develop and support a team providing a front line contact centre service to the public, the council and other approved agencies. The team to act as the first point responding to service requests.</li> <li>• To manage the workload of the team, allocating team members and other resources to optimise service provision across the hours of operation of the CSC.</li> <li>• To manage, monitor and report on the team's performance and demonstrate best practice in all aspects of customer care.</li> <li>• To liaise effectively with both CSC based staff and representatives of other service/departments/organisations associated with the CSC.</li> <li>• To undertake the induction, training and development of the team.</li> </ul>
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	<ul style="list-style-type: none"> <li>• To identify opportunities for self-development and undertake appropriate activities to improve both skills and knowledge.</li> <li>• To ensure that the team follows the established procedures for each service request, including logging, processing and progress chasing enquiries.</li> <li>• To uphold the departmental equal opportunities and health and safety policies, ensuring their understanding and implementation by staff for whom you are responsible, if appropriate.</li> <li>• To manage the administrative duties in the Customer Service Centre.</li> <li>• To undertake the duties of a Specialist and Customer Service Advisor as and when required.</li> <li>• As a member of the Customer Contact (Social Care) team your specific working hours and location will be flexible and may include working weekends, public and Bank Holidays, including the Warwickshire County Council additional leave day at Christmas.</li> <li>• To undertake any other duties as required, which are commensurate with the grading of the post.</li> </ul>
<b>Key business measures</b>	<ul style="list-style-type: none"> <li>• Reduction in unit cost position by better demand management year on year</li> <li>• Reduction in agency staff spend year on year</li> <li>• Reduction in the duplication of effort by bringing together common activities and more effective processes</li> <li>• Increase in professional development of the Specialist and Customer Service Advisor workforce by improved talent management</li> <li>• Increase in resilience of the CSC by better resource management</li> <li>• Increase in self-serve and self-sufficiency across the organisation through better digital capability</li> </ul>
<b>Statutory responsibilities</b> <i>(if applicable)</i>	N/A
<b>Specific experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a customer service environment</li> </ul> <p><b>Specific Skills &amp; Capabilities</b></p> <ul style="list-style-type: none"> <li>• Understanding of the need for confidentiality and compliance with service regimes.</li> <li>• Ability to demonstrate the skills required for effective supervision of a contact centre team.</li> <li>• Ability to remain calm and tactful when dealing with difficult or distressed people</li> <li>• Ability to respond to enquiries using a range of reference sources/formats</li> <li>• An awareness of and commitment to customer care.</li> <li>• Appreciation of sensitivity of Equal Opportunities issues</li> <li>• Ability to use initiative in a busy and changing environment and in devising and using office systems.</li> </ul>
<b>Specific qualifications/and registration</b>	4 GCSE passes (Grade C or above) or equivalent, including Maths and English
<b>Budget responsibility</b>	None

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<b>FTE responsibility (line management)</b>	Up to 10 HC / 9.68 FTE <ul style="list-style-type: none"> <li>• Specialist Customer Service Advisors (Social Care)</li> <li>• Customer Service Advisors (Social Care)</li> </ul>
<b>Key stakeholder relationships</b>	Service Managers Departmental colleagues Other council employees External partner organisations Members of the public Council Members

### Generic capabilities of the role

Generic Capability	Descriptor
Business Acumen	<ul style="list-style-type: none"> <li>• Deliver in year service plan (1 year)</li> <li>• Effective contract and supplier management</li> <li>• Meet budget, savings and income targets</li> </ul>

- Contribute to the operational planning of the service with the commissioning team
- Ensure effective contract management arrangements are in place

Manage costs down, deliver savings and income targets (as applicable)

Generic Capability	Descriptor
Performance & standards	<ul style="list-style-type: none"> <li>• Statutory compliance</li> <li>• Professional practice</li> <li>• Procedure compliance</li> </ul>

- Execute the statutory or regulatory duties are in place and delivered across the team.
- Ensure the safe operation of the business and compliance with appropriate regulations and legislation.
- Execute the relevant policies and procedures to ensure the outcomes are delivered.

Generic Capability	Descriptor
Operational management	<ul style="list-style-type: none"> <li>• Deliver operational performance objectives</li> <li>• Manage the workforce</li> <li>• Deliver continuous improvement plans</li> </ul>

- Meet the service key business measures for the service
- Manage costs down through operational improvement
- Manage and allocate resources to meet key business measures
- Use data and insight to improve service performance

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### Generic leadership competencies

Capability	Descriptor
People Management	<ul style="list-style-type: none"><li>• Workforce development</li><li>• Workforce planning</li></ul>

- Recruit and ensure effective onboarding of team members
- Retain and attract the required capabilities of the team through effective talent management
- Set and deliver stretching performance objectives
- Undertake annual appraisals with the team
- Undertake regular 1:1 sessions throughout the year to review performance against objectives
- Manage and support teams through organisational change

Capability	Descriptor
Management of resources & planning	<ul style="list-style-type: none"><li>• Monitors the service performance framework</li><li>• Effective service design</li></ul>

- Plan, task, deploy and co-ordinate resources to meet changing operational needs as required
- Monitor, plan and review team outcomes ensuring delivery of personal and team objectives
- Hold regular meetings to inform teams of plans, priorities, budgets and expected outcomes
- Identify the capacity of the delivery team through effective workforce planning.
- Develop and implement integrated working across teams

Capability	Descriptor
Organisational leadership & resilience	<ul style="list-style-type: none"><li>• Deals with performance issues</li><li>• Maintains business continuity</li><li>• Role model of how we work principles</li></ul>

- Maintain business continuity in the event of service disruption
- Effectively addresses performance issues within the team
- Enable the team to work in a high-performance culture
- Act and operate corporately across WCC adopting the one council approach
- Act as a positive role model for WCC's values and behaviours at all times
- Represent the interests of the Council on external bodies and networks

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### WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

### Our Values – The Warwickshire DNA



### Our Behaviours



**Strategy...** the direction we will take to achieve our outcomes

**Plan...** what we will do to achieve the strategy

**Commissioning...** the process of how we will plan, purchase and monitor our services

**Strategic Commissioning...** the process for understanding, planning and delivering services to achieve the best outcomes

**Operational Commissioning...** the process for meeting need at an individual level or to a specific group

**Delivery...** providing services to our customers

