

JOB DESCRIPTION

POST TITLE:	Customer Engagement Manager – Contact Handling
GRADE	Indicative 14
DIVISION / UNIT	Customer Services
DEPARTMENT	Housing Modernisation
REPORTS TO:	Head of Service

PURPOSE OF THE JOB

To provide strategic and tactical oversight of all contact handling activities in a 24-hour customer facing environment. To oversee and coordinate the work of service managers responsible for the delivery of day to day contact centre and other customer service operations; with a view to designing structured and frugal transition of current service models into more modern outlooks. To advice the service head on techniques and opportunities for digital transformation and channel shifting in contact handling.

PRINCIPAL ACCOUNTABILITIES

Responsibilities

1. To maintain strategic oversight of all contact handling activities in the Daytime and Out of Hours operational delivery and ensure that the SMART and Telecare services operate seamlessly alongside contact centre business.
2. To combine strategic and sound operational expertise in supporting the head of service and serve as a subject matter expert on a multi-channel approach to contact handling.
3. To coordinate the activities of the daytime and out of hours services managers and put measures in place to ensure seamless transitions during shift changes.
4. To oversee the activities of service managers in delivering contact centre services and workforce management
5. To design robust strategic and operational processes and coordinate all transactional activities on the contact centre floor; and identify lapses and risks affecting productivity and promptness of service delivery.
6. To engage with internal and external stakeholders, contractors and partners. In setting up cyclical and ad hoc forums for engaging council services to gather information about planned activities and campaigns, with a view to passing on information to the quality and performance team, for application in forecasting, scheduling and other planning activities.
7. To Develop and sustain business-to-business relationships with service areas across the council
8. To discharge devolved strategic responsibilities on behalf of the head of service, around service alignment with corporate objectives and the council plan.

9. To entrench real time discipline in agents service delivery and develop service managers and team leaders capabilities and capacity
10. To enforce the adherence and conformance regime amongst contact centre agents and monitor same, via team leaders.
11. To enforce organisational and service-specific code of conduct across the service.
12. To play a leading role in the interpretation and execution of the customer strategy and iteratively review workforce plans.

JOB CONTEXT

This role sits within a busy customer operations and contact centre service vested with the responsibility of handling more than 500,000 customer enquiries annually, with scope for rapid and incremental growth. The service is predominantly a call handling service but with strategic aspiration and roadmap for diversification of its current model iteratively; such that the contact centre can operate a diversity of channels in dealing with customer demands. Hence, the service is prioritising Channel Shifting as part of its strategic roadmap towards the promotion of a digital transformation.

Contacts

Cabinet members, directors and chief officers across the council, Internal stakeholders, leasehold and tenant representatives. Frequent attendance at departmental and corporate review boards including occasional cabinet meetings. Also external stakeholders, planning and governance bodies and procurement bodies

Financial Management:

1. This role will share the responsibility for managing income generated from commercial arrangements and contracts with local authorities and housing associations under the auspices of the SMART and Telecare, as well as the Out of Hours services to the tune of circa £1.5m per annum.

Staff and Self Management:

1. The post holder will report to the Head of Customer Operations and will have management responsibilities and development
2. The post holder will have a significant influence over a range of senior managers and professionals across the council in performing their role, both to council standards and best practice.

Grade/Conditions of Service

The grade of the post has been set at Grade 14 using the Council's local grading scheme.

The employment is subject to a probationary period of twenty six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council's satisfaction your suitability for the position in which you are employed.

PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job.

	Essential (E)	How assessed (S/ I/ T)
Knowledge, including educational qualifications:		
Knowledge of dealing with and overseeing complex customer contact handling at a strategic level in a contact centre or comparable field.	E	S//I
Ability to design tactical plans for the facilitation of employee professional development.	E	S/I
Qualification and sound understanding of Project Management practices and terminology.	E	S/I
Demonstrable experience of leading and implementing change in a programme or project delivery context	E	I
Understanding of local authorities services such as council tax, benefits, registry and planning, etc.	E	I
PRINCE 2 or other project management certification at any level	E	I
Qualification or experience in contact centre management	E	I
Experience:		
Previous experience of managing a multi-functional customer-facing service within local government or similar sector.	E	I
Previous and demonstrable experience in triaging demand with a view to leveraging channel-shifting opportunities.	E	S/T/I
Proven experience of best practice in efficiency and effectiveness created by improved use of technology.	E	I
Understanding of local authorities setting, structures, culture and political context.	E	I
Demonstrable experience of developing and writing business cases and other complex management reports.	E	S/T/I
Aptitudes, Skills & Competencies:		
Effective communication skills (written and verbal)	E	S
Ability to build and maintain relationships with internal and external stakeholders	E	I
Evidence of CPD and readiness to learn	E	I
Strong negotiating and influencing skills	E	I
Special Conditions of Recruitment:		
Comply with and promote the Council's Equal opportunities policy		

Key: E Essential

S Shortlisting criteria
I Evaluated at interview
T Subject to test