

JOB DESCRIPTION

POST TITLE:	Customer Engagement Manager – Quality & Performance
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 business analytical, quality control and performance management activities for the entire service. To oversee and coordinate the work of the business improvement, workforce development and training management teams, with a view to constantly reviewing quality measures, key performance data and skill sets development for service improvement. To advise the service head on techniques and opportunities for service modifications and customer data application as well as profiling; to boost service capacity and capability.

PRINCIPAL ACCOUNTABILITIES

Responsibilities

1. This role combines strategic and sound operational expertise in supporting the head of service and serves as a subject matter expert on all quality and performance improvement issues as pertains to the service.
2. To have primary responsibility for monitoring quality standards within Customer Operations across all communication channels (phone, email, letter, face-to-face, social media).
3. To design robust models and coordinate all activities relating, training and staff development, feedback gathering across all channels of communication; including but not limited to Telephone, Email, Web Chat, social media, Face-Face and Internet. Capacity modelling for the entire workforce sits under the structure led by this role.
4. To discharge a strategic function, which requires the incumbent to work closely with the head of service on corporate programmes and projects coordination, with a view to serving as the subject matter expert on service development for the section; as well as working in heightened advisory capacity to the group director if required.
5. To be the strategic nexus and liaison with the corporate transformation and PMO teams, and update the head of service and group director on corporate programme priorities and seek to align the directorate's service designing and objectives with the corporate roadmap intuitively and proactively.
6. To serve as the lead person for technological review and work closely with Digital transformation teams to ensure that the priorities of the service head and director of customer experience are promote them through the IT governance framework.

7. To lead in the creation of quality control and consistent performance management regimes and templates for improvement.
8. To work with the head of service in the development and implementation of Omni-Channel approach to contact handling.
9. To apply customer insight in mosaic profiling and designing templates and action plans for the Improvement of customer satisfaction, journeys and experience.
10. To develop and promote the enrichment and adaptation of customer insight and agents' knowledge base in service delivery.
11. To play a leading role in the interpretation and execution of the customer strategy.
12. To design, manage and participate in projects and programmes delivery for the service.

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:		
Previous experience of quality and performance management in a contact centre or multi-dimensional customer services environment.	E	S//I
A good understanding of the principles of customer insight management	E	S/I
PRINCE 2 or other project management certification at any level	E	S/I
Ability to design tactical plans for the facilitation of employee professional development.	E	S/I
Demonstrable experience of leading and implementing change in a programme or project delivery context	E	S/T/I
Qualification and sound understanding of Project Management practices and terminology.	E	S/I
Qualification or experience in contact centre management	E	I
Experience:		
Previous experience of managing in a multi-functional customer-facing environment 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
Understanding of local authorities setting, structures, culture and political context.	E	I
Understanding of process mapping and associated business analytical functions.	E	S/T/I
Aptitudes, Skills & Competencies:		
Effective communication skills (written and verbal)	E	S
Ability to act with integrity by taking ownership of and presenting issues with clarity and accuracy; whilst at the same time managing customer expectations factually and reasonably.	E	I
Ability to build and maintain relationships with internal and external stakeholders	E	I
Evidence of CPD and readiness to learn	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