

Job Profile

ASC Customer Service Team Leader

Grade: 8

About the Job: The Adult Social Care (ASC) Customer Service team is a multi-channel, first point of contact service for a variety of internal and external customers. We provide a high quality of service delivery across a diverse range of services on behalf of Gloucestershire County Council, through various channels both traditional and contemporary. Customer service channels currently include Shire Hall and Barbican reception services, phone, email, and web-based enquiries. Developments in technology will continue to underpin the work of Customer Services.

The role of the ASC Customer Service Team Leader is to lead and manage a team within both corporate and ASC customer services to deliver an efficient, accurate and consistent level of customer service, ensuring that appropriate service delivery standards and procedures are implemented and maintained.

This is what we need you to do:

- Provide effective leadership and management to the Customer Service team for which you are responsible, by the recruitment, mentoring and management (including performance management, appraisal reviews etc.) of the staff reporting to the post, in accordance with the County Councils policy and procedures.
- Planning and monitoring the provision of Customer Services delivery for the service area.
- Deal with urgent and escalated queries and resolving customer concerns and informal complaints in line with the Corporate Complaints Policy.
- To carry out projects as required.
- Support the allocation of work within the team in response to customer contact demands.
- Contribute to and support the development of the current customer service team practice and processes.
- Undertake other duties related to the work of the organisations, as may be assigned, that are consistent with the nature of the job and its level of responsibility.

Special Conditions

- This position is subject to a Basic Disclosure and Barring Check,
- Assist in the implementation of the organisation's equal opportunities objectives.
- To adhere to all organisation Health and Safety policies, Data Protection and Statutory policies and procedures and other policies and procedures applicable to employees.
- Must be prepared to work in any Gloucestershire location if required.
- Must be able to work on a rota basis with colleagues in Customer Service Management team between 8am and 6pm, Monday to Friday.

Principal Contacts

- Executive Offices and Support functions, Director(s) and other Senior Officers
- Leadership Team
- Elected Members, Non-executive Directors, Trustees and Boards or equivalent
- Directors, Senior Managers, people who access our services, and members of the public
- Internal and External customers/organisations

The ideal candidate will have:

Experience:

- Significant experience in Customer Service delivery.
- Knowledge of relevant legislation and policy context appropriate to this post.
- Significant experience of effectively managing own workload.
- Significant experience of line management, delegation, supervision, and performance assessment.
- Proven track record in managing work independently.
- The ability to write clear, effective, and relevant reports.
- Working with Senior Managers and Partners.
- Experience of analysing and interpreting data in a meaningful way.
- Effective monitoring and compliance with Information Security processes and controls.
- Evidence and experience of working with relevant IT software and hardware solutions in the workplace.
- Monitoring effective working practices, standards, and systems for business programme management.
- Balancing and achieving service and corporate objectives.

Knowledge, Skills and Understanding:

- Understanding of Local Government and the policy context within which it operates.
- Highly skilled in Microsoft Office Packages, e.g. Word, Excel, PowerPoint, and Outlook.
- Excellent verbal communication skills.
- Excellent written communication skills.
- Familiarity of appropriate systems e.g. SAP, telephony, CRM systems.
- Must have strong intellectual ability.
- The skills to support the improvement of business processes.

Behavioural attributes

- Aligns with [Gloucestershire Leadership / Employee Values](#) and behaviours
- Commitment to continuous improvement in service delivery.
- Ability to challenge constructively.
- Proactive and positive attitude.
- Ability to influence, build effective relationships and negotiate with team members, client service representatives and other relevant partners.
- Excellent interpersonal skills and ability to work as part of a team and sets high standards by example.
- Willingness to learn.
- Ability to respond quickly to changing priorities and manage own workload as well as workload of others.

Education and Qualifications

Essential

- Educated to degree level or a post graduate management qualification or equivalent e.g. NVQ 4 or successful completion of a recognised management development programme
- Evidence of active continuing professional development (CPD).

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the organisation reserves its right to amend or add to the accountabilities listed above.