

## Job Description

<b>Job Title</b>	Business Solutions Manager
<b>Directorate</b>	Strategy & Change
<b>Service Area</b>	Customer Experience Services
<b>Grade</b>	10
<b>Competency Level</b>	2
<b>Salary</b>	£53,577 – £59,161
<b>Job Type</b>	Agile
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not required
<b>Job Evaluation Ref No</b>	

### Job Purpose

The Post holder will identify, develop and implement strategies and initiatives to deliver exceptional customer experience, improve customer satisfaction and operational efficiency and effectiveness.

The postholder will act as the “product owner” of the technology underpinning customer service delivery. They will establish the business design principles and ensure that systems are developed and implemented aligned with these, and that they support the delivery of excellent customer experience.

**Directly Responsible For:**

Customer Service, Improvement team.

**Directly Responsible To:**

Head of Customer Experience, Operations.

**Main Areas of Responsibility:**

- Act as the product owner of customer ICT systems including the corporate Case Management Solution. Work with colleagues across the Council to agree business design principles for the systems
- Ensure that the implementation and ongoing development align with business design principles and continue to support the delivery of excellent customer experience
- Develop the roadmap for future development of systems ensuring stakeholder buy in and capacity to deliver
- Establish procedures to develop user testing of system improvements including both internal and external users
- Lead on the contract management of customer ICT systems holding suppliers to account and challenging any under-performance
- Work closely with technical teams to effectively manage the programme of delivery and ensure smooth deployment and integration of new solutions
- Work with members to ensure that the Member Portal of the case management system meets their needs and provides an easily accessible and informative product to enable members to support their residents
- Lead on the identification and improvements to customer journeys ensuring these support the development of the case management solution and provide seamless journeys for customers

- Identify and monitor customer and business benefits from new procedures including cost, operational efficiency and customer satisfaction. Work with the Transformation Team and Finance colleagues to ensure cost savings are realised
- Monitor and evaluate the progress and impact of improvement initiatives, develop draft progress reports for senior managers, stakeholders and Members
- Identify and implement best practices and benchmarking industry standards, working with colleagues across Local Government and with partners to learn lessons and share best practice

### **Supervision and Management Responsibility:**

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development.
- Manages performance and behavioural issues effectively.
- Actively lead, develop and manage staff to promote supportive working relationships and a “can do” culture
- Be accountable for the effective management of all HR policy and procedures, including disciplinary, welfare and attendance processes. Actively promote best practice to ensure consistency, fairness and transparency at all times
- Stimulate and encourage empowerment and a culture of excellence and promote and gain recognition for sustained organisation excellence through achievement of quality standards
- Take responsibility for the continuous development and improvement of employee communications across the Service that provides a variety of channels for two way communication and feedback. Encourage challenge and innovation at all times
- Ensure that appropriate arrangements are in place to enable a positive work/life balance both in terms of personal workload and that of direct reports and all Service staff

### **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

### **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

### **Physical Demands of the Job:**

None.

### **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

**Other**

- Be responsible for ensuring that all duties and responsibilities comply with all statutory requirements and with policy and procedure

### Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 2

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Project/Programme management qualification and experience.(A, I)
- Appropriate training and experience at a senior management level within a customer service environment, preferably in the public sector (A, I)
- Evidence of continuous personal development (A, I)
- Relevant ICT qualification (A)

### Desirable

- Qualification or training in customer journey mapping or business process methodology

## Experience

### Essential

- Previous experience of managing organisation wide technology programmes at a senior level\_(A,I)
- Previous experience of defining and gaining agreement of technology design principles\_(A,I)
- Experience of managing high value contracts and of ensuring third party suppliers deliver against agreed standards\_(A,I)

- Knowledge of emerging trends in customer IT systems across the public sector (A,I)
- Strong interpersonal and relationship management skills, with an ability to identify how technology can be used to deliver business value and transformation (A,I)
- Experience at a senior management level of leading customer improvements projects (A, I)
- Experience in operational leadership & management in a customer environment (A,I)
- Evidence of delivering successful change projects and initiatives, able to manage changing requirements and overcome challenges (A,I,P)
- Experienced and competent in writing proposals and reports etc (A,I)
- Experience in process analysis and service redesign (A,I)
- Strong interpersonal and relationship management skills, with an understanding of how digital communication and technology can be used to deliver business value (A,I,P)

### **Desirable**

- Previous experience of product ownership and of implementing major customer related ICT systems in an agile environment
- Experience of working within a political environment, engaging with members and of establishing and meeting the needs of members

### **Skills/Abilities**

### **Essential**

- Able to analyse information, think creatively and to advise on new solutions, initiating and developing new ideas that add value to the business (A,I)

- Able to deal with difficult situations when challenging existing practices and can adapt to changing priorities and to thrive in a fast-paced work environment (A,I)

### Desirable

- Able to proactively engage with key stakeholders across the Council including third party suppliers across the services, ensuring buy-in at all levels
- Able to manage and motivate an effective team, empowering others, encouraging accountability, including performance management and staff development to meet targets
- Able to line manage a team working on multiple projects simultaneously and ensuring delivery of key milestones
- Excellent communication and report writing skills, with the capacity to clarify technical issues and to document solutions

### Commitment

#### Essential

- An understanding and demonstrated personal commitment to the Visions and Values of Liverpool City Council (A,I,P)
- Evidence of commitment to improving the levels of service to all customers (A,I)

### Other

#### Essential

- Must be a flexible, team player (A,I,P)



