

## Job Description

<b>Job Title</b>	Customer Experience Service Lead
<b>Directorate</b>	Strategy and Change
<b>Service Area</b>	Customer Experience
<b>Grade</b>	10
<b>Competency Level</b>	2
<b>Salary</b>	£56,673 - £62,580
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Basic DBS and Baseline Personnel Security Standard
<b>Job Evaluation Ref No</b>	

## Job Purpose

The post holder will be responsible for the delivery of exceptional customer experience, improve customer satisfaction, operational efficiency, and effectiveness. Creating a 'customer driven' culture of continual improvement, providing a challenging and rewarding environment in which employees develop, take ownership and become empowered to contribute to meeting the organisation goals.

The post holder will improve customer experience by managing people, establishing and communicating service metrics, monitoring and analysing results and implementing changes.

### **Directly Responsible For:**

Customer Service, Business Performance, and Workforce Planning Manager

Customer Service Team Managers

### **Directly Responsible To:**

Head of Customer Experience - Operations

### **Main Areas of Responsibility:**

- To lead, manage and monitor the day-to-day operation of the customer service team, in line with agreed performance levels
- Set goals to achieve or exceed performance targets for metrics such as customer satisfaction, speed to answer, resolution rate, and adherence to quality standards
- Lead, manage and develop a team of managers in a customer service environment to coach, manage and engage customer service officers to meet performance targets and improve their skills and knowledge
- Develop and implement standard process and procedures to ensure consistent and efficient handling of customer enquiries and issues
- Maintain high employee satisfaction, low turnover rates, and positive engagement levels among team members
- Effectively resolve escalated customer issues and complaints to ensure customer satisfaction and retention
- Generate accurate and timely reports on service metrics, trends, and insights to support decision-making and drive continuous improvement

- Gather feedback and suggestions from customers and team members to identify areas for improvement and implement necessary changes
- Lead and support initiatives to drive continuous improvement in customer service processes, systems, and customer experience
- Conduct testing of technology, this will include out of hours support on an ad hoc basis
- Build and maintain positive relationships with key stakeholders, to ensure smooth operations and customer satisfaction
- To drive and deliver customer focussed initiatives through all contact channels. To support and deliver a quality service that places the customer at the heart of the service
- Champion the concept of the use of technology across customer services
- Promote strong, direct and effective communications and involvement with all stakeholders
- Contribute to wider business decisions and plans that affect the wellbeing of Liverpool City Council

## **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:**

- Monitor financial performance and deliver within budget
- 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:**

- The post holder will be required to use a computer screen and sit at a desk for prolonged periods of time

## 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

## 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: **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

- Appropriate qualification and experience at senior management level (A, I)
- Evidence of continuous personal and professional development (A, I)

### Experience

#### Essential

- Evidence of embedding performance management information, customer feedback and changing behaviours into new models of service delivery (A, I, P)
- Experience of operations and customer strategies (A, I, P)
- Effective communication skills able to liaise with internal and external stakeholders (A, I, P)
- Analytical skills and the ability to drive solutions to a wide range of technical and managerial problems, whilst also knowing when to stop and ask for help from support colleagues (A, I, P)
- Resilience and ability to cope with pressure and demands of managing several multi-disciplinary teams, concurrently within large programmes of customer improvement works (A, I, P)

- Well-developed interpersonal and communication skills, the ability to inspire, influence and successfully deliver targets through others when direct line management isn't available is an essential requirement for the role (A, I, P)
- Flexibility and adaptability to be able to respond rapidly to unexpected events, having the ability to develop creative solutions to problems (A, I, P)
- Experienced and competent in writing proposals and reports etc. (A, I)

## Skills/Abilities

### Essential

- Demonstrable performance management skills, including using technology effectively to manage all available resources to meet objectives (A, I, P)
- Competent in all aspects of managing resources in an operational management. (A, I, P)
- Demonstrated ability to meet strict deadlines, whilst managing multiple projects, working under pressure, and be able to respond to changing priorities (A, I)
- Highly developed communication skills (oral, written and presentation) (I, P)
- Persuasive and confident in developing strong relationships with staff and key stakeholders, to engage them in new ideas and initiatives (A, I)
- Demonstrable professional approach and positive attitude, with strong problem ownership and problem-solving skills (A, I)
- Strong literacy and numeracy skills including competence in the use of technology (A, I)
- Able to manage and motivate an effective team, empowering others, using performance management tools, encouraging accountability and staff development to meet targets (A, I, P)
- Ability to deal effectively with difficult situations when challenging existing practices (A, I)

- Skilled in emotional Intelligence, understand and manage own emotions, as well as the emotions of the team members (A, I)

## 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

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level
- Must be a flexible, team player (A, I, P)