

Job Description

Job Title	Team Manager Operations
Directorate	Strategy & Change
Service Area	Customer Experience
Grade	7
Competency Level	2
Salary	£39,513 - £44,711
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Basic DBS and BPSS Check
Job Evaluation Ref No	

Job Purpose

The post holder will be responsible for the delivery of exceptional customer experience, customer satisfaction, operational efficiency and effectiveness.

They will lead a team of officers responsible for supporting customers to access digital services or dealing with enquiries not suited to digital. Officers will deal with



escalations and work proactively in problem solving across the full range of customer contact channels including telephony, social media and face to face.

The Postholder will be responsible for embedding a culture of customer focus within the team, setting clear goals and expectations of team members and providing advice, guidance and support to their team.

Directly Responsible For:

Customer Service Advisors

Senior Customer Service Advisors

Directly Responsible To

Customer Service Lead Operations

Main Areas of Responsibility:

- Lead and manage a team of Customer Advisors and Senior Advisors working across multiple channels including telephony, face to face, live chat, email, social media and digital. Develop a high performing team ensuring that staff are trained, supported and motivated to deliver excellent customer service
- Be responsible for the performance of your team, ensuring all performance indicators are met or exceeded and taking appropriate actions to bring performance on track where necessary
- Be responsible for the effective management of your team's time and resources. Prioritise tasks, review schedules to ensure teams are effectively resourced, allocate resources appropriately, and monitor progress to ensure that deadlines are met
- Deliver effective operational management of Garston and Parklands community libraries:-

- Being proficient in and supporting staff to deliver those services delivered through Parklands and Garston community Libraries
- Ensuring all premises related issues are reported and monitored and maintaining the security of Garston Library site
- Monitoring adherence to cash handling procedures and undertaking reconciliation as and when required
- Ensure a safe working environment for staff and customers, completing and reviewing all risk assessments, acting as the initial point of contact for all incidents, debriefing and supporting staff
- Support the ongoing development of customer experience, identifying underlying issues and making recommendations to address these. Adopt an omnichannel approach to problem solving, ensuring resolution in one channel does not create issues elsewhere
- Support the ongoing development of digital services, identify and make recommendations to improve online information and services and identify potential opportunities to digitise services
- Provide an escalation point for all Advisors, support them in addressing issues they have been unable to resolve. Negotiate and challenge performance within services and/or manage customer expectations or behaviour to reach an appropriate resolution
- Investigate and respond to customer complaints (verbal and written) to the appropriate resolution within the agreed timescale and use customer feedback to improve service delivery, adding value into every interaction
- Provide guidance and support to your team members. Develop, deliver and/or facilitate induction and ongoing training, helping staff to develop their skills, providing feedback and coaching, and addressing any challenges or obstacles they may encounter
- Ensure that there is open and transparent communication within the team, as well as with other teams and stakeholders. Encourage collaboration and create opportunities for team members to share ideas and knowledge

- Make decisions that impact the team and its goals. Make informed decisions based on available information, consider different perspectives, and involve the team in the decision-making process when appropriate
- Manage and resolve conflicts in a constructive manner. Listen to all parties involved, facilitating discussions, and find solutions that are acceptable to everyone
- Encourage a culture of continuous improvement within your team. Seeking feedback, identify areas for improvement, and implement changes to enhance team performance and productivity
- Represent your team in meetings, presentations, or other forums. Advocate for your team's needs and achievements, as well as communicating updates and progress to stakeholders
- Support Project work to develop the service and support with testing of technology, this will include out of hours support on an ad hoc basis
- Support additional requests from services when there is a need to extend the customer offer outside of core hours

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 management and development of direct reports to enable self-management in their day-to-day operations across the service and take a personal responsibility for the development and implementation of an

effective Customer Service training plan that responds to staff needs and the development of the business

- 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. Always encourage challenge and innovate
- 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
- Undertake, where required, other responsibilities and duties including work related to all areas of the business, on behalf of the organisation, where this is commensurate with the grade of the post
- Working across multiple locations to effectively manage the face-to-face service offer
- To work flexibly between office hours of 8am to 6pm Monday to Friday excluding bank holidays

Budget and Financial Responsibility:

- Positively contribute to the budgetary performance of the Customer Service operation by maximising opportunities and minimising costs within the team
- 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:

- This post involves sitting at a desk and using a computer screen 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 **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 or training at Team Management level (A, I)
- Evidence of continuous personal and professional development (A, I)

Desirable

- Experience in dealing with vulnerable customers

Experience

Essential

- Previous customer service management experience to achieve performance standards as detailed in key performance indicators (A, I)
- Experience of effective communication, conveying expectations, providing feedback, and ensuring that team members have a clear understanding of their roles and responsibilities (A, I)
- Experience of making decisions that impact the team and its outcomes. Considering different options, the team's needs, and resources, and make well-informed decisions in a timely manner (A, I)
- Experience in developing and nurturing the skills and capabilities of a team, identifying strengths and areas for improvement, providing training and development opportunities, and supporting career growth (A, I)

- Skilled in resolving conflicts in a constructive manner. Promoting open dialogue, facilitating understanding, and finding mutually beneficial solutions (A, I)
- Proficient in monitoring and managing the performance of their team members. Setting clear performance expectations, providing regular feedback, and addressing any performance issues (A, I)
- Proficient in omni channel performance management (A,I)

Desirable

- Previous experience of management within a contact centre or face to face environment

Skills/Abilities

Essential

- Ability to inspire and motivate team members, guiding and directing teams towards achieving shared goals. Setting a clear direction, motivating team members, and providing guidance and support (A, I)
- Skilled in decision making, setting a clear direction, and making decisions that benefit the team (A, I)
- Skilled in emotional Intelligence, understand and manage own emotions, as well as the emotions of the team members (A, I)
- Skilled in fostering a collaborative environment where team members can work together effectively. Encourage teamwork, facilitate collaboration, and ensure that everyone's contributions are valued (A, I)

- Skilled in managing own time and the team's time to ensure that tasks and projects are completed on schedule. Prioritising tasks, delegating responsibilities, and managing deadlines (A, I)
- Adept at analysing situations, identifying root causes, and developing creative solutions.(A, I)
- Skilled in building positive relationships, managing expectations, and effectively communicating the team's progress and achievements (A, I)
- Sound understanding of technology within a customer service environment and how to maximise its effectiveness (A,I)

Desirable

- Awareness and understanding of digital exclusion and the barriers to inclusion

Commitment

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level (A, I)

Desirable

- Ability to undertake all training courses as required

- Practising and promoting equality of opportunity.
- Working within Health and Safety regulations.
- An understanding of and adherence to all security aspects required within the service area.