



# Role Profile

## Customer Service Lead Officer

Reference No.	A4626	Type	Generic
Service	Customer and Online Services		
Job Family	Professional 1	Grade	FC7

### Purpose

To provide day to day operational management and supervision of customer's service teams across Customer and Online Services which includes Customer Contact Centre, Scottish Welfare Fund Team, Customer Service Centres and Integrated Libraries.

Working in partnership, with Council services and external organisations, ensuring a shared understanding and commitment to service delivery.

To act as a role model and be aware of their own behaviours in delivering excellent customer service within the Contact Centre, Scottish Welfare Fund Team, Customer Services Centres and Integrated Libraries environment.

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Assisting the Team Manager in developing and realising the full potential of employees, through effective objective setting, performance management and skills development, ensuring high standards of customer service, service delivery and effective use of resources across all areas of the service.	Educated to SCQF level 8, which includes HND or SCQ Level 4 or equivalent experience	✓	
Conducting Attendance management meetings and compiling attendance management reports.	To have obtained IML Level 3 Diploma in Management or equivalent in relevant subject	✓	
	Considerable Supervisor Experience and Customer Service experience	✓	

E = Essential Criteria    D = Desirable Criteria

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Implementing recruitment, induction, developing training. Supporting teams delivering frontline customer services on behalf of Fife Council and partner agencies, ensuring resolution of enquires, complaints and request for services at the earliest possible opportunity.	Supervision experience in a multi-disciplined multi-site environment  Experience in recruitment, induction, training and ongoing support of Customer Service Advisors	✓	✓
Ensuring teams follow established procedures for each service request including logging, processing and progressing repeat enquires, adhering to agreed Key Performance Indicators, Shared Delivery Agreements and quality standards to maximise customer satisfaction.	Strong communication skills both written and verbal	✓	
Using contribution management to highlight areas for personal development for all Advisors and providing feedback on personal performance, attitudes and behaviours.	Ability to monitor and set both personal and team objectives  Ability to implement effective management and manage team performance  Ability to Lead a Team (Work together - See 'How We Work Matters' Framework)	✓  ✓  ✓	
Working in partnerships, with Service and External organisation, ensuring a shared understanding and commitment to quality service delivery.	Experience in participation in effective partnership working		✓
Managing decision and information based on local authority legislation relating to local government for example housing, homelessness and welfare changes, registration of births deaths and marriages, health and social care.	Experience working with Local Authority Legislation changes	✓	
Supporting the Team Manager to continually review, improve, develop and implement changes to operational process in line with changing objectives and resources, including use of mobile technology.	Experience of effectively managing change  Experience of managing conflict and distress (Take ownership)  IT Skills (Embrace technology and information)	✓  ✓  ✓	

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Supervising workload of the teams, allocating team members accordingly to optimise service delivery, queue management and administrative support across the hours of the operation of the Contact Centre, Scottish Welfare Fund Team, Customer Service Centres and integrated Libraries.	Previous experience working in a similar environment	✓	
Maintaining the standard of the Contact Centre, Scottish Welfare Fund Team, Customer Service Centres and integrated Libraries in relation to presentation, corporate image and appearance.	Coaching or training qualification	✓	
Dealing with customer escalations and complaints and liaise with Services and partner agencies as appropriate to ensure the prompt and accurate resolution of customer issues.	Excellent customer care skills with the ability to respond to flexibly and sensitively to people with a variety of needs (Focus on customers)	✓	
Initiating contingency procedures when required and updating public information across appropriate customer access channels.	Detailed knowledge of council services		✓
Ability to deal with multiple tasks, work under pressure and respond quickly to changing demands.	Ability to ensure that teams follow established procedures and adhere to agreed performance indicators, delivery agreements and quality standards (Deliver results)	✓	
Elements of public holiday, weekend and late-night working.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

**Additional tasks or responsibilities** – this is a generic role, however this particular job may also require you to undertake the following:

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<b>Registration Lead Officer</b>			
Working in conjunction with the Customer Service Lead Advisors, in the development and expansion of the registration service within the generic environment of the Service, including taking forward proposals	Certificate of Proficiency in the Law and Practice of Registration in Scotland	✓	

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for improvements in the key areas of Customer Care and Performance.	To have obtained IML Level 3 Diploma in Management or equivalent in relevant subject	✓	
Having a role in Registration and related information issues, including the collation and monitoring of customer survey questionnaires pertaining to registration.	Relevant experience within a Registration Office	✓	
Liaising regularly and advising Customer Service Team Leader and Customer Service Lead Officer on issues affecting delivery of the Registration Service, providing reports on issues as required.	Sound knowledge of Registration (B, D & M Act 1965 and other relevant Acts)	✓	
Being responsible for promoting the development of information-sharing processes in relation to the Registration Service to benefit Service Users.			
Understanding administrative tasks including work processing, statistical records.			
Having a wide knowledge of Council Services, how the public accesses them and how the registration service may affect and compliment these services.			
Supporting the work of Customer Service Lead Officer in relation to registration, to ensure an effective and efficient delivery of the service.			
Supporting the Customer Service Lead Officer to develop improvement strategies and actions to respond to performance monitoring and quality control issues relating to registration.			
Responsibility for co-ordination of all Civil Ceremonies on a Fife wide basis.			
Responsibility for co-ordinating the carrying out and recommending approvals of all Approved Venues for Civil Ceremonies in Fife, reporting back to the Licensing Service.			
Developing and delivering training packages as required for staff undertaking registration duties.			
Supporting registration staff studying towards the “registration Certificate of Proficiency in the Law & Practice of Registration” qualification.			
Supporting the Customer Service Team Leader in promoting and marketing the Registration Service in Fife.			

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<p>Having an overview of all aspects of the registration service within the Customer Service Centres on a Fife-wide basis.</p>	
<p>Liaising with the Customer Service Lead Officers regarding volume of work in specific areas, making appropriate recommendations as required.</p>	
<p>Carrying out registration duties as “Registrar” within Fife and conduct Civil Marriages, Civil Partnerships and other Civil Ceremonies in accordance with guideline laid down by the Registrar General and Customer Service operations.</p>	
<p>Responsibility for the administration and delivery of Citizenship Ceremonies in Fife.</p>	
<p>Attending Customer Services Operations meetings as and when required, ensuring that all levels of management within the Customer Service Centres are kept advised of registration issues.</p>	
<p>Contributing to resource planning in terms of the deployment of Customer Service Advisors required for the delivery of registration service.</p>	
<p>Availability to work out with the Council bandwidth e.g. evenings until 7pm and Saturday mornings to provide supervisor cover in accordance with rota in operation at place of employment. To work evenings and weekends as required by the Service.</p>	

**Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required**

**Before confirming appointment:** You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

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**Additional Information** – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

**Expected Behaviours** – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results