



Role Profile

Customer Service Team Leader

Reference No.	A4350	Type	Individual
Service	Customer and Online Services		
Job Family	Team Manager 2	Grade	FC9

Purpose

To provide management support and direction within the Customer Service environment, supporting customer management activity and managing and monitoring performance within agreed frameworks.

To ensure the delivery of high quality, customer focused services, which are designed to accord with the Council's Aims and Values and take full account of Council Policies and statutory and regulatory obligations.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Implementing and managing the delivery of a comprehensive range of sustainable high quality customer focused services in a defined operational area.	<p>Educated to SCQF level 9, which includes a Degree or equivalent experience</p> <p>Local government or business related degree</p> <p>Extensive experience of shaping and delivering services for customers/communities (Focus on Customers – See How We Work Matters Framework)</p>	<p>✓</p> <p></p> <p>✓</p>	<p></p> <p>✓</p> <p></p>

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Managing Customer Service Lead Advisors and Customer Service Advisors by providing advice and direction on work-related issues according to legislation and Council policy.	Staff development experience		✓
Developing and realising the full potential of employees through effective objective setting, performance management and skills development to ensure high standards of service delivery	Performance Management skills	✓	
Ensuring the effective management of devolved area capital and revenue budgets, in accordance with the Council Financial policies, Scheme of Delegation, regulation, legislation, etc.	People Management Skills	✓	
Ensuring the effective management of devolved area capital and revenue budgets, in accordance with the Council Financial policies, Scheme of Delegation, regulation, legislation, etc.	Experience of Cross Service/multi-agency working		✓
Taking responsibility for all devolved customer management related issues, e.g. corporate complaints, customer service standards, performance standards, information management etc.	Financial Management skills	✓	
Providing support for continuous review, improvement and development, implementing changes where appropriate to management and operational structures in line with changing objectives and resources.	Experience dealing with complex and competing customer or service demands (Deliver results)	✓	
Fulfilling a general management role across the Council's Communities Directorate in relation to Customer Management.	Organisational Skills (Work together)	✓	
Fulfilling a general management role across the Council's Communities Directorate in relation to Customer Management.	Operational Skills	✓	
Managing the delivery of services for Customer Service Delivery across all the customer access channels as required. (Customer Service Centres, Contact Centre, Website and Scottish Welfare Fund)	Ability to travel across Fife	✓	
Leading the development and implementation of key strands of the Customer Management strategy within the Communities Directorate including making efficient use of online services, telephone contact and face to face interventions.	Ability to undertake 'out of hours' working if required	✓	
Leading in the development and implementation of new customer service ideas and best practices across service boundaries ensuring front-line employees work in a culture of customer service excellence.	Knowledge of local community/customer focussed services	✓	
	Planning Skills (Embrace technology and information)	✓	
	Resource Management skills	✓	

E = Essential Criteria D = Desirable Criteria

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Managing the transition and implementation of services, strategies and initiatives from a corporate or Service based delivery function to designated area and thereafter assume operational responsibility.			
Leading on performance development and delivery, monitoring and evaluating outcomes.	Quality Management skills	✓	
Supporting the Service Manager by developing strategies and practices which support the Service's aims and values and the Council's Customer Management strategy.			
Developing, fostering and managing sustainable working relationships with elected members and effectively manage the link role between elected members and Services in the provision of high-quality sustainable services.	Leadership Skills	✓	
Promoting effective partnerships and work across the Service and partner organisations to ensure a shared understanding and commitment to quality service delivery.	Ability to develop and lead communication to a wide range of stakeholders outside and within the organisation (Take ownership)	✓	
Managing of all health & safety issues, ensuring compliance with appropriate legislation and regulations.			
Ensuring compliance at all times with the Council's Financial Regulations and Standing Orders, and the Scheme of Delegation.			
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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Contact Centre			
Responsible for the effective operation of the Contact Centre's telephony system (including workforce management tools and effective call recording).	Knowledge of Contact Centre operations		✓

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Customer Service Centres			
Responsible for face to face operations on behalf of the Council ensuring access at facilities across Fife.			
Ensuring appropriate face to face services are available for the citizen's of Fife.			
Responsible for the delivery of the registration of births, deaths and marriages in conjunction with National Records Scotland (NRS).	Knowledge of registration		✓
Scottish Welfare Fund			
Responsible for the administration of the Scottish Welfare Fund ensuring that it remains within budget and is run in accordance with Scottish Government legislation.	Knowledge of welfare and benefits legislation		✓
Online Services Team			
Responsible for planning, designing and implementing the Council's website. The post holder will work collaboratively to meet the needs of different internal and external audiences.	Knowledge of current and emerging digital technologies to ensure the Council maximises its reach and develops business opportunities		✓

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