



Role Profile

TEAM MANAGER

Reference No.	G020.01 (3)	Type	Generic
Service	Customer Service Improvement		
Job Family	Team Manager 3	Grade	FC10

Purpose

To lead and manage a corporate function or team ensuring the delivery of a consistent, high quality and customer focussed service that promote and implement the Council's aims and values.

Responsible for leading a team of employees to develop policy, design strategies, and deliver services for customers which are effective and efficient.

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
Leading and managing a designated team or function, making sure that strategies and priorities are set, service levels and customer satisfaction are continually improved, and work-plans deliver to agreed priorities.	Ability to think strategically with experience of translating strategy into deliverable plans (Deliver results – See 'How We Work Matters' Framework) Ability to manage conflicting demands Organisational skills	✓ ✓ ✓	
Contributing to the achievement of the key priorities and milestones set out in the Council Plan and the Service Improvement Plan, as well as other relevant national and local strategies. Delivering performance outcomes that meet Directorate and Service targets.	Educated to SCQF level 9 which includes a Degree or equivalent, or equivalent experience Political awareness and requirements for public accountability in a public sector organisation	✓ ✓	
Providing consistent, high quality and customer focussed services to the Council, its customers and its partners.	Customer service skills (Focus on customers) Understanding of the political context and need for public accountability in a public sector organisation	✓ ✓	
Leading a co-ordinated business-focussed approach to Service provision while delivering and maximising the efficient and effective use of physical, financial and staff resources available.	Leadership skills	✓	

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Providing professional leadership and support to team, and others through personal and team development, coaching, managing attendance, performance and conduct, project work and fostering knowledge, sharing within and across teams.	Proven staff management of a team Evidence of supporting staff development	✓	✓
Managing and analysing performance levels for the relevant functional area: in relation to team performance and the performance of Services across the Council, developing and implementing solutions for continuous improvement.	Analytical skills Evidence of driving change in designated area (Take ownership) Initiating and managing continuous improvement	✓ ✓ ✓	
Building strong relationships with colleagues and partners so that work is integrated with and supports other relevant work in the Council and wider community. Developing and implementing opportunities to work more effectively with partners.	Experience of collaborative working Experience of working with partners in both public and private sector (Work together)	✓	✓
Identifying, monitoring and achieving relevant quality standards, representing the Directorate or Service at agreed internal/external meetings, producing reports and delivering presentations.	Report writing skills Presentation skills / confident delivery style	✓ ✓	
Linking with national public and private sector organisations to ensure Fife shares and benefits from best practice elsewhere. (e.g. COSLA, Improvement Service and Scottish Government, professional bodies).	Experience of working with external bodies, and sharing best practice with other Councils and organisations Ability to provide a regular and effective service	✓	✓
Working with elected members to respond to queries, and improve customer experience.	Experience of working with elected representatives Understanding of the issues arising from working with non-executive stakeholders, or politicians.	✓	✓
Ensuring project and policy compliance with legal, regulatory, professional body and social requirements.	Analysing problems and determining creative and practical solutions Ability to demonstrate project work delivering efficiencies or savings	✓ ✓	

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Ensuring strong relationships within team, offering guidance, support and direction on service delivery, professional and HR issues.	Proven staff management of significant team size Leadership and team building skills Ability to motivate others to perform to the highest standards Evidence of supporting staff development	✓ ✓ ✓	✓
Managing change with Service Managers, employees and external partners as required. Report to different strategic/management groups as necessary.	Strategic planning and positively facilitating organisational change	✓	
Contributing to the wider development of the Service and Directorate as a member of the Service Management Team, and extended Directorate Management Team.	Track record of contributing to change outside of immediate area of responsibility		✓
Managing the Health and Safety of employees working in buildings across Fife.	Understanding and experience of Health and Safety	✓	
Preparing and managing budgets and delivering agreed savings and efficiencies, ensuring compliance at all times with the Council's financial regulations.	Financial management skills IT Skills (Embrace technology and information)	✓ ✓	
Ensuring compliance with statutory, regulatory and governance requirements, reporting to strategic and other relevant Committees as part of the Council's governance framework.	Comprehensive knowledge and awareness of relevant regulation, legislation and statutory requirements	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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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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TEAM MANAGER – CUSTOMER SERVICE EXPERIENCE			
<p>Improving the quality of customer transactions to ensure customers receive timely and clear resolutions to their enquiries. This includes management of:</p> <ul style="list-style-type: none"> • exceptions and escalated customer enquiries • interventions to conclude unresolved customer enquiries • complaints (including appeals to the SPSO) • customer feedback • information requests (including FOI, SAR, EIRs) • customer service standards • customer focussed skills/culture development (at all levels) 	<p>Experience of managing in a Customer Service context</p> <p>Excellent interpersonal skills</p> <p>Ability to manage a multi-functional, and specialist teams.</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
<p>Identifying and engaging with relevant services to implement improvements and service changes based on issues faced by customers, and performance data.</p>	<p>Ability to translate complex scenarios into clear customer focussed language</p>	<p>✓</p>	
<p>Using learning from customer experience to continually improve the quality of service delivered to customers and identify /prompt improvements to policy or practice which might be needed across the council.</p>	<p>Experience of driving organisational change informed by customer experience.</p>	<p>✓</p>	

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TEAM MANAGER – CUSTOMER PROCESSES

<p>Improving the quality of customer processes to make it easy and efficient for customers to interact with the Council.</p> <p>This includes;</p> <ul style="list-style-type: none"> managing the improvement of customer processes across council services the use of customer performance information and data from a range of sources to identify opportunities to improve the customer experience and efficiency of the council identifying opportunities for channel shift. prioritising improvement activity to maximise benefits managing change control processes/quality assurance across a wider range of customer processes and services leading process improvement projects across a range of services 	<p>Experience of process Improvement</p> <p>Experience of using LEAN tools in the public sector</p> <p>Ability to interpret complex performance data</p> <p>Experience of change control</p>	<p>✓</p> <p></p> <p>✓</p> <p>✓</p>	<p></p> <p>✓</p> <p></p> <p></p>
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TEAM MANAGER – DIGITAL SOLUTIONS			
<p>Improving the quality and use of digital solutions to ensure customers can access the information they need, and carry out transactions quickly and easily, online, face to face, and over the phone. This includes;</p> <ul style="list-style-type: none"> managing the use and operation of fifedirect and the Councils customer management system managing the customer journey/user experience across the council's online and digital interactions with customers ensuring that systems and technologies are developed and used effectively to meet customer need development of efficient self-service processes and transactions (online, by text, using mobile devices, in CRM systems, using maps) knowledge management to support face to face, online (including fifedirect) and telephone contact. 	<p>Experience of managing in a Customer Service context</p> <p>Ability to manage a multi-functional, and specialist teams.</p> <p>Proven experience and knowledge of web, CRM and other relevant technologies in a customer service context</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
<p>Engaging with services to identify and maintain key sources of information for customers, delivering top tasks, tracking contact, and considering relevant changes to processes to enable self-service transactions.</p>	<p>Ability to best apply technologies to deliver to customer expectations</p>	<p>✓</p>	

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

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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