

Job description

Operations Manager – Customer and Digital Services Band 8

The postholder will be required to work and supervise staff at the Council's customer service premises across its West Suffolk locations, helping Team Leaders to ensure consistent day-to-day service delivery across contact centre and reception functions. The role is responsible for ensuring that targets and expectations are met, set and monitored and that staff are supported and encouraged to meet these whilst performing to the best of their ability. The role will include some deputising for the Service Manager (Customer and Digital Services).

The postholder will be expected to have knowledge of a broad range of council services in order to provide a first class service to customers. The postholder will also need to be confident in the application of business improvement techniques in a customer-facing environment and the use of digital services to improve access.

Key responsibilities and activities

To oversee daily operations across the team in each of the office locations across West Suffolk, as well as supporting the delivery of the customer contact centre working both remotely and in the office. Provide support in the delivery of West Suffolk customer services and enhance digital service provision, and where applicable, the support for services provided by partner organisations.

To provide performance management for the Service Manager to use in decision-making regarding the performance improvement of the customer service function and its interaction with digital services in line with the principles detailed in the council's Target Operating Model. Support the management and delivery of key ICT system, including GIS and NLPG, to improve customer access.

The role will include the following activities:

- Provide day-to-day line management for the Team Leaders and manage operational issues as they arise.
- Identify training needs across the wider team and ensure those needs are responded to in the form of support to team leaders and staff.
- Ensure that the team provides a prompt, effective and courteous service, which meets or exceeds the agreed customer care and service quality standards. Service areas to be delivered include, but are not restricted to, revenues and benefits, housing, planning, environmental health, licensing, waste, leisure and tourist information (not applicable at all localities).
- Ensure the effective delivery of the key digital services.
- Align resources to meet customer demand and to match this to channel migration activities.
- Work alongside service leads and the team leaders to ensure Customer service Advisors are aware of and trained in changes to council and/or government policy that affects residents and businesses. Co-ordinate and standardise the training package for the customer service team.

- Advise on the interpretation of legislative/procedural changes, skills gaps and knowledge, highlighting areas for development and providing feedback on performance.
- Manage the overall performance and development of the team, using relevant information provided through the qualitative and quantitative measures and support systems analysis. Ensure that customer information is used to drive improvements across the council.
- Undertake systems administration roles on relevant ICT and telephony systems, including the development and testing of forms, processes and workflow within CRM and other systems.
- Provide cover support for the other operational managers during any absence.
- Provide a wide ranging transactional support service and identify further opportunities for improved service delivery across the council and with partners in line with the council's digital by default requirements.
- Support continuous improvement and the work of the team more generally in developing effective systems and processes through the use of business process re-engineering, and other tools.
- Ensure that processes are efficient, effective, and consistent and deliver the council's Target Operating Model.
- Support the use of, and develop and advocate the use of technology, internet, intranet and other systems to access information in order to handle complex and escalated customer enquiries
- Manage the corporate complaint process including the handling of customer escalations and complaints and liaise with others across the council to ensure the prompt and accurate resolution of customer issues
- Manage any HR matters that require escalation beyond Team Leader level
- Support the Team Leaders in any recruitment and selection matters
- Liaise regularly with managers across other service areas in order to establish any opportunities to improve the service being delivered
- Support the delivery of transformation projects (business improvement)
- Support the delivery of the Customer Access Strategy and ICT Strategic Framework.
- Identify opportunities to raise standards across the board within the Customer Services and identify opportunities for improvement across all council services.
- Regular visits to all sites to ensure consistency of operations/welfare of staff/suitability of working environment and systems.
- Ability to deal with difficult and challenging customers in person e.g. reception or over the phone/social media.
- Confident in dealing with safeguarding issues or managing vulnerable persons

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