

Person specification

Operations Manager – Customer and Digital Services

Band 8

Criteria	Attributes	Method of Assessment
Knowledge	<p>Essential</p> <ul style="list-style-type: none"> • Knowledge of customer service functions including management of contact centre (telephony) and reception (visitor and customer management) • Well-developed understanding of the needs of customers in a public sector setting • Knowledge of council incident process and reporting • Use of data and feedback to drive service improvement. • Understanding of how business improvement and digital services can be used to drive transformation. 	Application, interview, case study, assessment
Experience	<p>Essential</p> <ul style="list-style-type: none"> • Experience of staff management/supervisory responsibilities • Experience of effective management of budgets • Experience of working in a customer facing environment with a diverse customer group • Proven track record of effective partnership working with both internal and external partners • Proven experience of managing projects and/or programmes. • Knowledge/experience of applying process improvement techniques to business systems, 	Application, interview, assessment
Skills and Abilities	<p>Essential</p> <ul style="list-style-type: none"> • Able to communicate effectively and tactfully with a wide range of people both in writing and verbally • Excellent negotiating and influencing skills • Able to analyse and report statistical information • Excellent IT/keyboard skills and understanding of the use of technology to improve service delivery and performance. • Highly organised and able to work under pressure • Effective leadership and people management skills • Ability to work to deadlines, demonstrating self-motivation, drive and determination • Ability to display high levels of self-awareness and strong inter-personal skills 	Application, interview, assessment

	<ul style="list-style-type: none"> • Attention to detail with problem solving abilities • Ability to identify and streamline processes and procedures • Ability to prioritise and execute tasks in a high pressure environment and make sound decisions • Able to communicate with all our customers, elected Councillors and other external organisations • Able to take ownership of Councillor and customer problems and to resolve them effectively • Experience of establishing good working relationships with both internal and external partners • Competent in the use of IT and digital services. 	
Qualifications	<p>Desirable</p> <ul style="list-style-type: none"> • Degree or recognised Customer Service Management qualification e.g. Institute of Customer Services (ICS) • Project and/or Programme Management qualification • Supervisory/leadership qualification e.g. ILM 	Application, documentary evidence
Other	<p>Essential</p> <ul style="list-style-type: none"> • Ability to travel around the West Suffolk area. 	Documentary evidence

Date: October 2021