

Job Description

DIRECTORATE:	Chief Executive
DEPARTMENT:	Customer Services
POST:	Team Leader
GRADE OF POST:	GR09
RESPONSIBLE TO:	Operational Manager for Customer Services/CCSU

JOB PURPOSE:

Responsible for the day to day supervision of the Customer Service Centre to ensure a flexible, effective, efficient, high quality service is delivered to the customers and stakeholders of Bridgend County Borough Council in accordance with the 'Customer Services Charter', Welsh Language Standards and digital transformation agenda.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- Devise and deliver training and coaching that is innovative and versatile to suit all learning styles for Customer Service Advisors in all aspects of the customer service role, for example blue badges, revenues and benefits, housing and homelessness, council tax, planning applications, highways, waste/street cleaning and other environmental issues.
- Develop and support the Customer Service Advisors to comply with all HR and customer service policies and procedures, manage their performance and identify needs through regular feedback, team briefings, coaching, 1-2-1's and performance reviews.
- Investigate and resolve escalated enquiries, appeals, complaints, requests for information such as FOI requests and member referrals, liaising with key departments and partners such as Welsh Government to develop new and improved working practices that may improve services to customers, as appropriate.
- Develop, maintain and ensure adherence to shift rotas, so that a high quality service is provided from the first to the last contact of the day and manage the impact of external events on the Contact Centre, adjusting priorities as required to ensure the standard of work meets predetermined quality standards and deadlines.
- Build, maintain and monitor a suite of relevant and meaningful management information and Performance Indicators to demonstrate effectiveness of the Contact Centre and accurately forecast customer contact to inform business demand projections.

- Support the development, implementation and review of the disabled badge parking scheme for Bridgend County Borough Council in line with Welsh Government legislation relating to the Disabled Parking Badge Scheme in Wales. This includes overseeing the day to day application/assessment process and administration of the Blue Badge Improvement Service system.
- Adhere to all cash and payment handling protocols. Be responsible for all cash and cheque payments taken and banked by the Contact Centre and all other departments in line with banking procedures.
- Act as Chief Fire Evacuation Officer during emergency situations at Civic Offices and carry out the Customer Service Advisor role at times of high demand in order to meet the Customer Services Charter commitments and maintain personal development.
- Design, develop/streamline, automate and implement processes and systems to ensure continuous improvement and coordinate project work as required, such as the introduction of new services into the Contact Centre, ensuring changes are implemented smoothly and in a positive manner, involving staff wherever possible.
- Use appropriate ICT solutions to manage IVR's on a single telephone number and manage queue messaging/call routing to ensure a high quality and efficient service is provided at all times.

GENERAL DUTIES

Health and Safety

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

Equal Opportunities

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

Safeguarding

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Childrens IAA Service within MASH.

Review and Right to Vary

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

CRIMINAL RECORDS CHECK

This post requires a criminal records check through the Disclosure & Barring Service (DBS).

Person Specification

Team Leader

The following attributes represent the range of skills, abilities and experiences etc. relevant to this position. Applicants are expected to meet the attributes that have been identified as essential (✓).

Attributes	Requirements	Essential	Method of Evaluation / Testing
Qualifications, Education & Training	<ul style="list-style-type: none"> • A good standard of education equivalent to QCF (NVQ) Level 3 in Customer Services or an ability to demonstrate competence through experience or willing to study for the Customer Service qualification. 	(✓)	Production of original Qualification Certificates and application form.
Knowledge & Experience	<ul style="list-style-type: none"> • Experience of leading, developing and supporting a team of customer service staff in a dynamic environment. • Experience of delivering front line customer service in a dynamic environment. • Understanding of business processes that cross service unit and organisational boundaries. • Experience of using and developing workforce management tools and call handling systems • Understanding of financial procedures/processes when undertaking cash reconciliation. • Experience of managing projects. • Ability to provide training/coaching/support to others. 	(✓) (✓) (✓)	Interview, application form, and selection process.

Attributes	Requirements	Essential	Method of Evaluation / Testing
Skills & Personal Qualities	<ul style="list-style-type: none"> • Excellent communication skills, including active listening. • Problem solving skills. • Good networking skills. • Commitment to delivering high standards of work and meeting targets and deadlines, prioritising accordingly. • People management and leadership skills. • Excellent organisational skills. • Self-motivated. • Good negotiator. • Customer champion. • Ability to work flexibly and proactively. • Good inter personal skills and an ability to develop strong working relationships with internal and external stakeholders. • Possess a high level of IT skills. • Ability to communicate through the medium of Welsh. 	<p>(√)</p> <p>(√)</p> <p>(√)</p> <p>(√)</p> <p>(√)</p>	<p>Interview, application form and selection process.</p>