

## CORPORATE SERVICES DEPARTMENT

**Post No:** Z01524

**Job Title:** Head of Customer Contact

**Grade:** MG1

**Responsible to:** AD Customers, Policy & Improvement

**Responsible for:** Front line customer services, Contact Centre, Cash Office, Web Team and Translation Services functions. Administration of Concessionary Travel Scheme. Proper officers representative for Registration Services.

### **Job Purpose**

1. To contribute to the strategic leadership and direction of the customer interface ensuring that policies and procedures are developed to meet the current and future needs of the service, the Council and its customers and to be directly responsible for the overall performance and service delivery.
2. To facilitate the strategic planning, development, implementation and delivery of service standards and improvements for customer access to ensure that the service is able to meet the needs and aspirations of the Council's customers, partners and other stakeholders whilst maintaining the reputation and strategies of the Council.
3. To develop, plan, implement and maintain set key performance indicators for customer access ensuring regular evaluation of those indicators against departmental, corporate and national standards and taking appropriate remedial action to ensure key objectives are achieved.
4. To make a positive contribution to the overall management development and reputation of the department and the Council taking the lead on specific cross service and corporate initiatives relating to customer service.
5. To undertake the duties of the Proper Officer's representative in all matters relating to Registration Services including attendance at regional forums, completing annual plans/returns and liaising with the General Register Office.

### **Key Accountabilities**

1. Develop, establish, sustain and review strategies for the delivery and improvement of services in line with good practice and taking into account community aspirations, operational needs, Council policies and budgetary constraints and to proactively develop the service arrangements to realise

efficiency improvements, reflect changes in legislation and other relevant factors.

2. Provide strategic leadership, direction, motivation and support to staff within the service to ensure effective management of resources to achieve standards and continuous improvements in the delivery of the service.
3. Ensure customer focussed, effective and efficient provision of a comprehensive range of services by keeping abreast of best practice in other organisations and ensure this is incorporated into service development; where appropriate through the representation of Merton Council in a number of external bodies such as Customer Services for London group, National Local Authority Benchmarking Group for Contact Centres and London Councils Borough Liaison Officers Group.
4. Ensure effective financial management and planning so that the services of the unit are delivered within the allocated business plan and budgets identifying opportunities to maximise income and leveraging funding from external bodies and minimising expenditure.
5. Award contracts in conjunction with Contract Standing Orders, scheme of delegated responsibility and best practice.
6. Ensuring the collection and reconciliation of income through numerous channels including the award of contracts to external organisations for the collection of monies off-site. Current income estimated to be in excess of £40m per annum.
7. Undertake assessments of establishments' applications for suitability to perform civil marriage and partnership ceremonies.
8. Proactively develop excellent multi-disciplinary working within the authority and partnership working with other public, private and third sector organisations including amongst others the ALG, Police, PCT, TfL and government departments.
9. Market the service being provided raising awareness and explore partnerships that would benefit performance and income generation.
10. Be the project sponsor or manager for departmental or corporate initiatives allocated from time to time in accordance with the Merton Approach to Projects.
11. To contribute to the strategic leadership and direction for the service, ensuring the development of processes and procedures that ensure accuracy of work, speed of processing, continued evaluation of the services provided and ensuring that the team performs all duties in accordance with agreed departmental and corporate policies.

12. To facilitate an effective training strategy and a learning culture to ensure a consistent level of performance and service delivery from individuals and teams that recognises individual training needs, personal development and Council objectives.

13. To ensure corporate standards and procedures are developed and implemented in a manner that permits the work of the service to be carried out in an effective, efficient and economic way which reflects service and stakeholder requirements providing value for money and efficiencies wherever possible.

14. To ensure that the activities of the service are carried out in a planned and timely manner with due regard to legislation, policies, placing particular emphasis on the financial probity of the service. Develop, implement and maintain processes that deter or prevent the possibility of any fraudulent activities ensuring staff are vigilant in regards to fraudulent activities and that all detected acts of fraud are passed to the appropriate team to be dealt with, speedily and in a manner that does not make the Council vulnerable.

15. To continuously review and identify weaknesses in business processes and take responsibility for recommending and implementing improvements in a manner that maximises performance and utilises resources effectively.

16. To translate corporate and team policy decisions into operational practice through business processes, procedures and team briefings to ensure consistency of standards and effective service delivery.

17. To develop and maintain strategic Service Level Agreements (SLA's) as required meeting current and future needs of the Council. Ensuring that appropriate systems are in place to monitor the effectiveness of services provided against agreed targets.

18. To strategically develop, implement and maintain effective management information systems in conjunction with the Business Improvement Team for the service to provide statistical data and other reports as and when required.

19. Effectively lead and manage staff through the participation in recruitment and selection processes, disciplinary, grievance and other enquiry panels. Conduct probationary period assessments, training needs analysis and appraisals.

20. To engender good officer/councillor relations through attendance at meetings ensuring good quality reports for council scrutiny processes and decision makers, provide advice and respond to elected members. Respond to MP's, Councillors, customers, etc in a professional, timely and helpful manner and be able to address issues of a complex or contentious nature providing measured and relevant responses to the matters being dealt with.

21. To maintain personal awareness and knowledge of relevant legislative requirements, Government policies/ guidelines and best practise to ensure

that this informs the administrative processes and compliments the work of the service.

22. To ensure that robust information relating to relevant systems are reported in accordance with the council's Data Quality strategy, and to work proactively to improve Data Quality where issues around timeliness or robustness of data have been identified.

23. To manage a diverse and heavy workload in an environment of constantly shifting priorities, legislative changes and operational demands.

24. To actively promote equality of opportunity and recognition of diversity in delivery of service, recruitment practices, ensuring the service complies with the Council's discrimination and equal opportunities policies and upholds its reputation.

25. Ensure adherence to the Council's policies, standing orders, financial regulations, scheme of delegation and other corporate/departmental procedures and instructions.

26. To undertake such other duties appropriate to the post as may be directed.