

Customer Services Project Manager Job Description and Person Specification



JOB TITLE	Customer Services Project Manager
SERVICE AREA	Community Housing
GRADE	SCP 34 - 36
RESPONSIBLE TO	Director of Community Housing
RESPONSIBLE FOR	All staff and resources deployed within the Service
LOCATION	Llantarnam Business Park, Cwmbran, SE Wales

JOB PURPOSE

1. Develop a Customer Services approach that calls on Best Practise in both the Public and Private sectors to meet the current and future needs of Bron Afon, its staff, members and tenants. In doing so allowing all of those involved in the service to have a shared vision to shape the future service delivery
2. Develop Customer Services so that staff are able to confidently resolve any questions raised at first time of asking so that users of the service feel that their questions have been dealt with manner appropriate to the need.
3. Introduce new and innovative approaches to Customer Services and test these through piloting with staff and users of the service with the aim of improving the service and expanding staff experience and potential.
4. Monitor, review and improve the operational service delivery of all frontline services, ensuring that excellence and good practice informs practice/decision making and that Bron Afon complies with all required regulatory and inspection framework.
5. Play a key role in delivering organisational and cultural change to deliver Bron Afon's vision and values, actively contributing to the development and improvement of Bron Afon's services providers.

KEY RESPONSIBILITIES

- 1 Implementing the Bron Afon community mutual model**

- 1.1 Deliver a flexible Customer Services, which implements the Bron Afon community mutual model, developing close and effective working relationships with all key stakeholders and other local partner organisations.
- 1.2 Ensure that Customer Service informs and improves policy and service development working in partnership with Bron Afon members, tenants and leaseholders to ensure that services maximise the effective use of resources and demonstrate accountability for Bron Afon to its members and tenants.
- 1.3 Involve all staff in the development and improvement of the Service and take responsibility for developing and improving own work, ensuring effective working relationships maintained between all teams, managers and services areas.
- 1.4 Promote and support the learning and development of all staff, members and tenants of Bron Afon and specifically engaging in personal learning and development projects that are relevant to Bron Afon

2 Customer Services

- 2.1 Lead, manage and ensure the effective supervision of all staff involved in the delivery of the Customer Services, ensuring excellent frontline service delivery and the resolution of enquiries at first point of contact, whether in person or via telephone.
- 2.2 Research and implement, through consultation, processes, procedures and initiatives which support and develop improvements in the provision of front line service to tenants, leaseholders and residents.
- 2.3 Lead, manage and take responsibility for the effective communication of service developments throughout all operational outlets, ensuring consistent and high quality services.
- 2.4 Ensure that front line services provided on Bron Afon's behalf by other organisations/ agencies meet specific service levels and are of a consistently high standard.

3 Strategic financial management and control

- 3.1 Develop, support and implement any operational, financial and risk management plans required to deliver and improve Customer Services, ensuring that the Service contributes fully to agreed Corporate and Business objectives and to Bron Afon's financial viability.
- 3.2 Implement and review key performance indicators to build a positive performance framework which supports continuous improvement incorporating excellence and best practice.
- 3.3 Produce accurate and timely progress information and performance management reports for consideration by the Chief Executive, Strategic Management Team and/or Bron Afon Board.

- 3.4 Participate in and actively contribute to the development, implementation and review of corporate operational, business and risk management plans.

4. Leadership, Staffing and Organisational Development

- 4.1 Ensure the effective management and use of all human resources, developing frameworks which support delegated decision making and support people to learn and develop to reach their full potential.
- 4.2 Support the development of HR systems and process which ensure that Bron Afon is able to recruit, reward, develop and retain staff to deliver on commitments.
- 4.3 Develop and Implement individual and team performance frameworks which reward and recognise contributions to service improvement and tackle underperformance.
- 4.4 Ensure continuous improvement of the services provided by the Customer Services team and regularly review the roles and responsibilities of team members to ensure they are suitable for delivering excellent services and are adapting to meet future service needs.

5. Governance, Regulation and Conduct

- 5.1. Lead by personal example, demonstrating the highest personal standards of integrity, conduct and values consistent with Bron Afon's vision and values.
- 5.2. Design and deliver service improvement and planning frameworks and actively contribute to the delivery of successful regulatory and inspection outcomes.
- 5.3. Ensure effective management and maximisation of use of all premises and ICT provision maintaining compliance with all data protection and data analysis requirements.
- 5.4. Ensure that all business is conducted in accordance with relevant legal and regulatory requirements, Bron Afon's standing orders and financial regulations.
- 5.5. Promote and uphold Bron Afon's Code of Conduct, Equality and Diversity Policy and other policies and procedures, taking particular responsibility for Health and Safety across the service area.

6 Other duties

- 6.1 Carry out such other duties and responsibilities consistent with the level of responsibility of the post and review this job description with the Line Manager on a regular basis.

Person Specification Customer Services Project Manager

Criteria	Evidence required	Selection methodology		
		A	I	P
Qualifications, knowledge and understanding	Extensive knowledge of Customer Services	X	X	
	Evidence of a commitment to continuing professional development		X	
	Extensive knowledge of effective financial control and budget management		X	
Experience	Experience of carrying out operational and strategic reviews of Customer Services and aligning these with the organisations strategic objectives	X	X	X
	Experience of using pilot projects to evaluate different models of service delivery before eventual implementation	X	X	
	Extensive experience of supervising and delivering excellent front line services	X	X	
	Experience of leading and contributing to effective service provision in a flexible team environment, as well as ability to act own initiative with minimal supervision		X	X
	Experience of supporting major organisation change and actively engaging people internally and externally in the development of responsive services	X	X	X
	Experience of working with and involving customers effectively in the development and improvement of services		X	
	Proactive attitude to solving problems and providing solutions in often difficult or emotive situations		X	X
	Experience and skilled negotiator who can prepare and manage contracts which maximise and efficiently utilise available resources		X	
Skills and Abilities	Ability to interpret and communicate information effectively with good verbal and written skills	X	X	
	Proven ability to lead and build positive learning cultures which support, motivate and develop others, actively recognising achievement and addressing underperformance.		X	
	Ability to relate to people and evidence well developed interpersonal skills		X	X

	Skilled people manager who can lead and deliver excellent responsive frontline services where decision making is effectively delegated		X	
	Has a track record of introducing data collection procedures that are used for decision making purposes, both for their own use and within the wider organisation	X		
	Well developed organisation skills, able to lead, plan and prioritise own and others workloads.		X	X
	Ability to think laterally and analyse/solve problems and make appropriate decisions		X	
	Skilled communicator who can relate and engage with people all levels within the organisation, with members of the public and external agencies who has a track record of convincing them about changes in customer services	X	X	X
	A high level of personal integrity, expressed through behaviour and conduct		X	
	Proven commitment to equality of opportunity and diversity of service delivery and employment		X	
	Flexibility in responding to changing demands and conditions			X
Personal qualities	Ability to confidently manage own workload and enjoys working to tight deadlines, within a changing environment and thriving under pressure	X		X
	Calm and resourceful in difficult situations		X	
	Flexibility in responding to changing demands and conditions and has successfully influenced others			X
	An inclusive manager who is determined supportive, reflective and resilient.		X	
	Proven commitment to equality of opportunity and diversity of employment and service delivery		X	
Additional requirements	Car driver /owner or ability to travel effectively and in timely fashion throughout Torfaen.	X		
	Flexible working required including early evening and occasional weekends		X	

Please note selection methodology A,I and P, equate to application, interview and probation.