

EPPING FOREST DISTRICT COUNCIL ROLE PROFILE

JOB TITLE: Team Manager – Customer Solution Delivery

PURPOSE OF THE JOB:

Lead, and be responsible for the day to day management of functions within postholder's area and for the delivery of outcomes.

Through personal example, open commitment and clear action provide employees with positive management.

Ensure the Council meets its statutory obligations and that the highest standards of probity and good conduct are maintained at all times.

Contribute as a member of the wider Management Team and to the management of the Council as a whole. Work collaboratively across the organisation to bring about change and improvements to service delivery within finite resources.

Take collective responsibility for ensuring excellent services are provided to our residents.

KEY RESPONSIBILITIES

Corporate

Ensure our customer service and delivery is excellent and continually improves.

Take responsibility for ensuring that the Council's decisions and policies are implemented.

Contribute to the leadership of the organisation, ensuring a high calibre, motivated and effective and empowered workforce. Acknowledge good performance and tackle poor performance positively and effectively.

Take an entrepreneurial approach to identifying and pursuing as appropriate, all additional sources of funding, other resources, or other ways of delivering services which could be used to augment those provided by the Council.

Uphold the Council's governance mechanisms, ensuring appropriate standards of performance, operational effectiveness, probity, safeguarding, risk management, safety, equality and open government are maintained.

Manage and lead projects to achieve the most effective services possible for the community, partners and the Council.

Deputise for the Service Manager as appropriate.

Service

Working with the Service Manager, contribute to and implement a strong vision for the service area which delivers ambitious, innovative and forward-thinking approaches. Ensure the work of services is high quality and achieves its objectives, by effective performance and risk management.

Develop and implement a digital focus across processes and service delivery.

Manage the implementation of customer service solutions and projects for the Council within the Civic Offices and at other service delivery points within the District working alongside other services and partners where appropriate.

Maintain and develop the Council's payment solutions ensuring that the Council remains compliant with PCI DSS requirements.

Management

Provide robust management within the function, and a clear sense of direction and purpose that assists the Council to deliver its vision, priorities, policies and aims.

Agree personal targets for staff, carrying out regular performance management reviews and appraisals as required by the Council's policies.

These duties and responsibilities should be regarded as neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties and responsibilities, commensurate with the grading of the post, without changing the general character of the post

SKILLS/KNOWLEDGE/ATTRIBUTES

Education	<p>Relevant professional degree/qualification or demonstrable equivalent work experience</p> <p>Formal management or project management training</p> <p>Demonstrate a good understanding of safeguarding issues commensurate with the role.</p>
Experience	<p>Successful management in an organisation of comparable scale and complexity</p> <p>A demonstrable track record of managing, leading, motivating and inspiring staff in the delivery of services and/or projects</p> <p>To have managed employees/agency workers/ consultants including all aspects of performance management, including appraisals, disciplinary, absence etc.</p> <p>Evidence of successfully delivering service improvements</p>
Knowledge & Skills	<p>Ability to establish positive relationships with key stakeholders at all levels of the organisation and partners that generate confidence and respect</p> <p>The ability to analyse issues and set them down in a variety of written forms in a clear and concise manner dependent upon the recipient, to include recommendations for action where appropriate.</p> <p>A thorough appreciation, knowledge and understanding of the current issues facing local government.</p> <p>Possess a high degree of political sensitivity.</p> <p>A good understanding of the use of technology for the delivery of modern and streamlined services and processes specifically compliant payment solutions</p>

Behaviours	
Trust	<p>Able to demonstrate personal conduct, integrity and credibility that inspires confidence in members, employees, customers, partners and others.</p> <p>The ability to act as a role model, lead, manage, empower, nurture talent, and motivate employees.</p>
	<p>Self-aware and understands how own style and behaviour impacts on the performance of others.</p>
One Team	<p>The ability to communicate and gain ownership of a clear vision and direction.</p> <p>Demonstrate strong emotional intelligence and resilience.</p> <p>Successfully lead teams and achieving performance and results through them</p>
Performance	<p>Strong focus on outcomes.</p> <p>Proactive and tenacious in approach.</p> <p>Demonstrate the ability and willingness to drive through continuous improvements in performance/service delivery</p> <p>To be accountable for personal performance, through meeting agreed personal targets and through undertaking planned programmes of professional development.</p>
Innovation	<p>Good judgement, strong analytical skills and the ability to use data and information intelligently and innovatively.</p> <p>Demonstrate the ability to adopt a creative and innovative approach to the role</p>
Customer	<p>Demonstrate a strong customer focus</p> <p>Demonstrate a strong personal commitment to quality and cost effective public services, informed by customer and community involvement.</p>
Other Requirements	<p>Strong inter-personal and communication skills, including the ability to consult, negotiate, persuade and influence others</p> <p>Ability to attend meetings outside normal working hours</p> <p>Able to attend meetings or events etc. where public transport does not exist or is limited.</p>