

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Resources

Job Ref Number: 5007

Service Area: Commercial Team - Infrastructure

Grade: 11

Job Title: Customer Service Centre Client Lead

PURPOSE OF JOB:

To be responsible for the development and provision of effective contract management and expert council client lead ("service lead") to support the Customer Service Centre (CSC) related services under the council's contract with the CSC supplier.

To work with commissioning officers and service area leads across the council regarding the different needs for customer services across council services to ensure the delivery and development of customer services by the CSC supplier continues to meet the changing needs of the Council during the life of the contract

To work with key strategic partners including district councils, wider public sector, and a wide range of Suppliers including the Private Sector, Community and Voluntary Organisations to ensure that Customer Service Centre related services are developed to deliver maximum value for money.

To operate a robust contract management process to derive maximum benefit from Customer Service Centre services under the CSC supplier contract.

The post will ensure that all Customer Service Centre services are monitored effectively, provide value for money and meet specified standards whilst ensuring that systems are maintained and established for reviewing services, financial regulations are adhered to and that monitoring reports and service reviews are reported on.

To develop contract monitoring opportunities to generate saving where possible.

To provide specialist contracting input to commissioning programmes and projects where advice and information are needed relating to Customer Service Centre services under the CSC supplier contract.

To provide specialist advice on contracting issues relating to Customer Service Centre services under the CSC supplier contract to senior managers, practitioners, other relevant council officers or stakeholders and partner agencies.

The potential to manage contract officer and commercial support assistant roles and provide professional oversight of contract management for infrastructure services more generally.

To represent the Council locally and regionally on contracting issues.

To contribute to the development and implementation of commissioning strategies and plans, ensuring that contracting and procurement issues relating to Customer Service Centre services under the CSC Supplier contract are fully addressed.

Contribute to the delivery of outcomes for commissioning strategies. Assist, as appropriate, with:

- Embedding new ways of thinking and working
- Developing and maintaining strong, positive working relationships across service areas, with providers and partners

To provide day to day leadership, advice and guidance and/or work within own area of responsibility as appropriate

Assist with the delivery of a consistent strategic commissioning approach across the Council.

Continuously look for synergies and efficiency savings across the strategic commissioning areas

TEAM STRUCTURE:



MAIN DUTIES: The specific accountabilities of this role will be flexible and will change to meet the needs of the organisation as required but will include (or be equivalent in nature to) those listed below:

1	To provide a contract management and council client lead for customer service centre related services under the council's contract with the CSC Supplier playing a major role in reviewing quality and managing and developing the commissioned and contracted services.
2	To be assigned corporate client side manager and service lead in relation to customer service centre services commissioned from the CSC supplier. As part of the client-side role advise on and support the development and ongoing review and amendment of the Council's customer services strategy ensuring that it is informed by and in turn informs the delivery of customer services centre services under the the CSC supplier contract. As client lead for the customer centre work with commissioning officers across the council co-ordinating and balancing the different needs for customer services across council services to ensure the delivery and development of customer services by the CSC Supplier continues to meet the changing needs of the council during the life of the contract.
3	Responsible for ensuring that customer service centre services demonstrate continual improvement and set appropriate action plans to commit to further improvement

4	Analyse monitoring information received from the CSC supplier, business plans and accounts to ensure that the Council/Partner Authorities receives best value for money from the contracted services in accordance with the agreed contract.
5	Responsible for ensuring there are sound systems for high quality contract management and monitoring on the quality of customer service centre related services. Thus ensuring best value and efficiency considerations are fully reflected in contracting arrangements.
6	To work with colleagues throughout the council and partner organisations to ensure the specified contract monitoring arrangements and responsibilities are implemented and adhered to.
7	To ensure effective risk assessments are in place for the contracted customer service centre services.
8	Investigate complaints about the contracted customer service centre services and make recommendations as to action to be taken including in relation to any breach of contract should it occur.
9	To take a proactive approach, in close partnership with service Commissioners and senior managers in developing further the customer service centre services contracts as a means of meeting council and Partner Authorities and other key Partners needs effectively and ensuring value for money.
10	Work with Service Commissioners, Service Areas and Senior Directorate Leads to review the contracted customer service centre services. This will involve attending review meetings, meetings with the CSC supplier and other Suppliers and colleagues within the council, Partner Authorities and other key Partners.
11	To advise service Commissioners, senior managers and key stakeholders on all issues relating to the customer service centre services under the CSC supplier contract and identify and propose solutions where appropriate. The issues may relate to sector best practice, legal framework, satisfaction rates, quality, complaints, performance, technology and the supply chain.
12	Provide accurate and up to date information and advice to inform commissioning intentions and develop innovative ways to maximise the benefits of the customer service centre services to support commissioning strategies and plans. Such information and advice will include ways in which retained services and processes might be changed to reflect the CSC supplier models for the delivery of existing customer service centre services and how further development of the customer service centre services to encompass retained services might improve efficiency or realise savings.
13	To assist in promoting and encouraging cultural and process change to realise benefit from the CSC supplier model of delivery of customer service centre services
14	To write robust and innovative Service Specifications to assist in the development of new customer service centre related services, including overseeing the Change Control process.
15	To write effective contract strategies and project plans in collaboration with service Commissioning colleagues and other relevant stakeholders relating to the future development of the customer service centre related services.
16	To be the first point of contact for the CSC supplier and Council commissioners and service leads relating to issues relating to the customer service centre related services liaising with colleagues within the council and wider to identify solutions. To ensure appropriate and robust liaison between the CSC supplier and technology projects within the Council to ensure risks are managed.
17	To chair and lead contract negotiations with Senior Managers from the CSC supplier relating to changes or projects related to the customer service centre services.

18	To research and present reports on customer service centre related contract matters to relevant Corporate Boards.
19	Analyse information on customer service centre services to provide reports on issues relating to capacity, patterns and trends in service delivery and provide detail reports where required including statistical performance information and other contact centre data and metrics.
20	Ensure that effective financial and administrative systems are in place to record customer service centre contract costs and to provide statistical information to Senior Managers.
21	To analyse contract staffing and financial submissions to ensure services are contract compliant and value for money as well as meeting any policy requirements.
22	To keep contractual documents relating to the customer service centre services up to date with legislative requirements.
23	To ensure all contract changes relating to customer service centre services are made in accordance with the contract and internal and external auditing requirements.
24	To prepare or contribute to reports on customer service centre contract matters for Elected Members and relevant Committees.
25	To keep up to date with contracting best practice and the legal framework.
26	Represent Lincolnshire County Council/Procurement Shared Service at internal and external meetings, seminars, training workshops and other related functions as required. Participate in any regional or national initiatives to share information on commissioning and benchmark performance levels for the delivery of Council services, especially customer service centre services.
27	To develop Team Plan ensuring that it is in line with relevant commissioning plans and strategies.
28	To regularly review the Team Plan, monitoring progress and updating as necessary.
29	Undertake specific project work as part of the reviewing of contracted customer service centre services or as a result of re-commissioning/de-commissioning of customer service centre related services.
30	To deputise for the CSC supplier Contract Manager – Infrastructure Services.
31	<ul style="list-style-type: none"> • Providing day to day leadership as appropriate to deliver the agreed priorities within commissioning strategies, working collaboratively with providers (including statutory and non-statutory partners) • Provide expert advice and guidance as appropriate for own area of expertise. • Deliver a personal portfolio of projects where appropriate and/or specific work • Coach/mentor teams/colleagues as appropriate to embed new ways of thinking and working • Monitor service delivery against expected outcomes and proactively manage performance including creation and delivery of improvement actions plans and service improvement initiatives. • Lead on all elements of robust contract management on a daily basis including budget monitoring and forecasting, savings tracking, commercial challenge, application of service credits, gainshare mechanism, etc. • Demonstration of the Council's Core Abilities (at the relevant level)
32	Lead on Supplier Relationship Management with the Customer Service Centre Supplier. Contribute to the relationship from an operational aspect, building and maintaining strong,

	positive working relationships with service users, stakeholders, partners, providers and potential providers.
33	Contribute to the development of individuals across the Council coaching, mentoring and motivating staff where appropriate
34	Look to continuously improve services in area of responsibility, managing within allocated budgets and, identifying where possible, additional value for money savings
35	Act as a role model to others helping them to manage uncertainty and to respond positively and creatively to changing expectations
36	Ensure Council resources are optimised and utilised effectively and efficiently
37	As an employee, create a positive image of the County Council
38	Deliver excellent customer service, incorporating the Council's equality and diversity objectives and supporting the council to achieve best practice in all it delivers.
39	Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice
40	Take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.
41	Responsible for all elements of contract management including managing the CSC Supplier's performance against contract requirements, performance schedules, obligations, Key Performance Indicators and other requirements taking restorative and corrective action including utilising contractual levers as required
42	Drive contract value through maximising opportunities and fully utilising commercial skills

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Educated to degree level or equivalent.	A	Y	
3+ years practical experience in contract management in a commissioned environment or managing and delivering CSC services and/or related discipline.	A	Y	
Experience of contract management process and effective relationship management and business relationship management including tact, diplomacy and sensitivity at all levels including members	A/I	Y	
Commercial skills including commercial understanding of sound contract management practice and the market	A/I	Y	
Ability to undertake work of a complex nature	A/I/T/P	Y	
Ability to communicate effectively both verbally and in writing with Senior Managers and the supplier across the spectrum	A/I	Y	
Interpersonal and other skills and expertise that enables the post holder to operate at a senior level building relationships but also providing effective challenge often requiring sensitivity and diplomacy	A/I	Y	
Ability to measure outcomes and relevant performance indicators, review the performance of services and develop plans to improve service delivery	A/I/T/P	Y	
Detailed understanding of and ability to interpret and effectively communicate both Finance and Contract Regulations	I/T	Y	
Ability to take a leading role in effectively communicating both verbally and in writing and negotiating at an advanced level	A/I	Y	
Able to manage a substantial workload of complex matters and stay calm under pressure	A/I/T/P	Y	
Knowledge and understanding of cost and open book	A/I/T/P	Y	
Knowledge and understanding of relevant public sector policy; public procurement and contract law	A/T/P	Y	
Risk identification and management skills	A/I/T/P	Y	
Familiarity with Microsoft suite of products or comparable IT software	A	Y	
Track record of managing and implementing change	A		Y
Good knowledge and understanding of technology and in particular the systems that deliver the customer service centre services	A/I		Y

Awareness of national and local policy impacting on the customer service centre services	A/I		Y
Experience of strategic commissioning processes particularly in respect of commissioning customer service centre related services	A		Y
Experience in managing and building on customer feedback to drive service improvements	A		Y
Project and Programme management skills and experience	A		Y
Able to motivate and lead cross functional teams to achieve improvements in performance and changes in culture and practice	A		Y
Able to work as an integrated part of the wider Commercial Team, being supportive of colleagues and management	A		Y
Able to devise, prepare and deliver training and complete best practice guides	A		Y

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.