

Context statement

To accompany job description and person specification when required

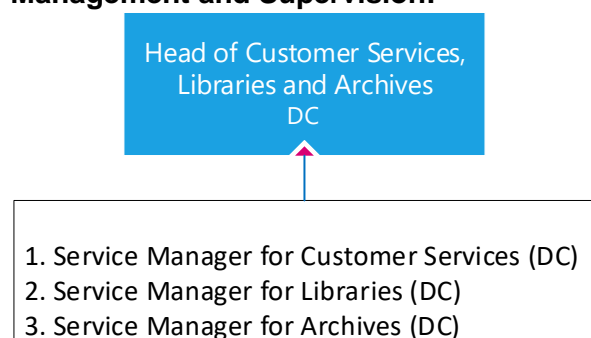
Job title: Head of Customer Service, Libraries and Archives

Organisation Structure

Reporting to: Executive Director for Place

Responsibility for: Customer services, libraries, archives and tourist information centres.

Management and Supervision:



Context of Work

To develop and deliver operational plans and processes to deliver agreed service outcomes and plans.

To effectively identify and allocate budgets and resources to optimise services and facilitate change and transformation.

To work collaboratively across the Council and with the Council's partners to champion innovation within allocated services to secure the best outcomes and value for money for our citizens and customers.

Specific Professional Responsibilities:

- Leading and managing customer focused teams to ensure excellent customer outcomes and experience for residents.
- Monitoring, reviewing and improving processes and systems to maximise service user outcomes, improve consistency and efficiency.
- Ensuring customer services develops by moving to a single operating solution and that CRM, telephony and other technology is exploited to achieve high performance.
- Championing the customer (across front line service teams) whilst balancing customer needs with business requirements and within budget.
- Leading the Council Archives service in such a way as to ensure its preservation, growth, organisation and development.

- Ensuring that customer contact processes and their associated customer experience, support cross Council initiatives to drive improvements, improve efficiency and reduce complaints.
- Delivering best in class services within budget and meeting or exceeding all KPIs.
- Determining through consultation, the local needs and delivering a modern and efficient library service that meets the requirements of communities within available resources.

The postholder leads a functional unit of 275 people with a staffing budget of £4 million.

Other Conditions

- To participate in the Council's Duty Silver on-call rota providing resilience and major incident response leadership when required and to undertake appropriate training as set out in the emergency response plan and ensure these skills are kept up to date.
- To ensure appropriate business continuity planning and emergency response procedures are in place for the directorate.

Travel Requirement

This position has a significant travel requirement. This means that there is a requirement for a vehicle (or transport deemed to be suitable by the council) to be available on most working days in order to carry out normal duties. Employees in positions with a significant travel requirement are required to provide a replacement vehicle if their usual vehicle is not available over an extended period.

Context statement prepared by:			
Manager		Date	