

Person Specification

Position Title	Customer Contact Team Leader
Division / Section	Customer Contact
Service Area	Resources Directorate
Responsible To	Customer Contact Team Manager

Person Specification

Qualifications, training and professional membership	• Knowledge and skills in a range of customer contact tasks equivalent to SQ4	Essential
	• Evidence of continuing professional development	Essential

The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.

EXPERIENCE	• Managing customer contact based services and teams providing services to internal and / or external customers in specialist service areas. For example: <ul style="list-style-type: none"> ○ Social Care Direct - Social care Direct for Adult and children's services ○ Council tax, Benefits, non-domestic rates and Scottish Welfare Fund and Translation Services ○ Council Customer Services – Repairs Direct, waste, environmental, customer care and customer experience ○ Locality and neighbourhood 4 offices Customer Support, High Street and corporate receptions ○ Out of hours emergency support for all council services from social care to homeless 	Essential
	• Managing the co-ordination and delivery of customer contact services including controlling activities, planning, organisation and risk control	Desirable
	• Reporting on customer contact activities to ensure that they meet the desired outcomes	Essential
	• Recommending changes to enhance the service	Essential

	<ul style="list-style-type: none"> • Awareness and ability to apply relevant legislation and policy relating to service area 	Essential
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> • Excellent team working skills with the ability to work collaboratively and co-operatively with colleagues • Good interpersonal and communication skills – ability to communicate with a range of internal and external contacts • Excellent IT skills • Excellent customer service and delivery skills • Ability to operate in a changing and challenging environment to manage competing priorities 	Essential Essential Essential Essential Essential
CREATIVITY AND INNOVATION	<ul style="list-style-type: none"> • A flexible and pro-active approach to work including ability to prioritise • Ability to deal with sensitive information with discretion and to maintain confidentiality at all times 	Essential Essential

Competencies and Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency and values framework](#):

Customer focused	<ul style="list-style-type: none"> • Promotes the importance of quality customer/client services within the team or with services • Identifies opportunities to improve the way the team/service delivers customer/client services • Ensures teams/services correctly identify customer/client needs and provide satisfactory solutions
Works Effectively with others	<ul style="list-style-type: none"> • Treats team members fairly and equally, recognises and demonstrates appreciation of their contribution • Identifies with and has a shared commitment to achieving team objectives • Shares knowledge and information with others • Thanks others for their contribution and efforts • Fosters good working relationships within teams across the Council • Actively seeks others input and values their contributions
Managing change	<ul style="list-style-type: none"> • Reacts positively to change • Is flexible and adapts plans in response to change • Prepares and supports team members during periods of change • Constructively challenges current thinking and procedures and offers alternative solutions • Gains acceptance of necessary changes by communicating

their benefits with conviction and enthusiasm

Taking Ownership and Responsibility

- Takes the initiative to start activities or actions
- Recognises when a decision is needed and commits to act
- Is proactive, acts quickly to address current issues
- Seeks feedback and takes appropriate action
- Takes responsibility for personal development
- Modifies own behaviour to influence different situations.

Communicating Effectively

- Uses positive, appropriate language in all situations
- Communicates clearly and concisely to influence others
- Uses a variety of methods to communicate in the most effective manner
- Creates a positive confident impression
- Uses interpersonal skills to have a positive impact in meetings
- Keeps written messages simple

Planning and Decision Making

- Regularly monitors progress and takes corrective action to ensure priorities are met
- Gathers information from several readily available sources
- Considers information objectively to establish logical options and generate solutions
- Considers options and risks before making a decision
- Determines resources and co-ordinates work logically to ensure tasks are completed effectively

Political Sensitivity

- Understanding of the current issues in local government
- Applies common sense while being sensitive to the organisation's objectives at all times
- Awareness and ability to make connections across an organisation to deliver effective outcomes
- Recognises constraints - what is or is not possible in different circumstances
- Accepts that the political decision making process of the Council will influence the team/service