

London Borough of Tower Hamlets

Job Description

JOB TITLE:	Director, Customer Services
GRADE:	Divisional Director 1
POST NUMBER:	A500850101
DIRECTORATE:	Resources and Governance
SERVICE:	Customer Services
RESPONSIBLE TO :	Corporate Director, Resources and Governance
RESPONSIBLE FOR:	<p>Leading and managing a portfolio of corporate services including: Registrars, Information Governance, Customer Contact Centre, Ideas Stores and Libraries, ensuring that the services meet the diverse needs of Tower Hamlets residents.</p> <p>Areas of responsibility for the post will be reviewed from time to time by the Chief Executive.</p>
	<p>DBS Basic check required</p> <p>This post is politically restricted</p>

<p>JOB SUMMARY:</p>	<p>Provision of strategic direction, corporate leadership and advice on all matters relating to customer services, customer access, customer insight, customer engagement, registrars' services and information governance, in alignment with Council aims and priorities.</p> <p>Provide leadership and management to achieve high performance and effective delivery and in doing so, ensure that statutory requirements are met and that accelerated and sustained improvements in performance against Council targets are achieved.</p> <p>Act as the Proper Officer for the Registrars Service.</p>
<p>ROLE REQUIREMENTS:</p>	
<p>1.</p>	<p>To be the Council's contact point across multi-disciplinary services, ensuring streamlined and efficient service delivery that meets requirements for quality, volume, efficiency and timeliness</p>
<p>2.</p>	<p>Ensure the continuous improvement of existing customer access channels in meeting customer service needs ensuring customers are digitally included and able to access services in different settings.</p>
<p>3.</p>	<p>Ensure customer access points are strategically aligned, managed and developed in line with the Council's objectives and priorities and are delivered in line with the requirements of the service.</p>
<p>4.</p>	<p>Ensure the provision of physical and ICT enabled customer contact points for members of the public to access Council services promptly in accordance with principles of good customer care.</p>
<p>5.</p>	<p>Ensure the embedding of a digital focus applied across the whole of the way we work, in service plans and outcomes</p>
<p>6.</p>	<p>Ensure service delivery is provided in line with the Council's digital direction ensuring channel optimisation and strategies to encourage self-service are continually developed.</p>
<p>7.</p>	<p>Develop solutions to complex problems and develop robust business cases to support change to drive efficiency.</p>

8.	Act as the Proper Officer for the Registrars Office and undertake the responsibilities of Chief Information Officer.
CORPORATE RESPONSIBILITIES	
10.	Actively contribute to the leadership of the Council in a way that promotes a 'one organisation' approach.
11.	Develop and maintain positive relationships with elected members to ensure the Council and directorate strategic priorities are effectively implemented and to support Members to undertake their strategic monitoring role.
12.	To promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of disadvantaged groups.
13.	Support organisational change and learning, ensuring appropriate systems of performance and development, communication and engagement, quality measures, monitoring and review are in place for all services and the workforce that delivers them.
14.	To promote sustainability including encouraging a culture of innovation and accountability amongst staff.
15.	Participate in the required rota as directed by the Chief Executive/Corporate Director to ensure emergency planning and business contingency arrangements are in place throughout the Council.
16.	Deputise on a rota basis for the Corporate Director, Resources and Governance.
PEOPLE	
17.	Work collaboratively with the Council's partners to inform strategic decision making sure that this supports the delivery of specific corporate programmes and the community strategy.
18.	Establish clarity around expected outcomes and standards, providing clear lines of accountability and delegated authority.
19.	Establish and promote a culture of learning and workforce planning that enables staff to realise their potential, manage their careers and therefore improve outcomes for Tower Hamlets residents.

FINANCE	
20.	Effectively manage budgets and income delivery targets ensuring that resources are deployed in line with agreed priorities. Ensure that opportunities for efficiencies are systematically explored and developed and drive down spend where appropriate.
21.	Hold managers to account to provide services that are delivered or procured that represent value for money.
SERVICE	
22.	Actively consider new and innovative ways of delivering services that provide high quality and good value for money.
23.	Drive the implementation of consistently high-quality service standards and levels of customer service.
24.	Continuously measure and improve customer service processes to improve the consistency, quality and efficiency of services.
25.	Ensure there is effective integration of related services within the directorate and across the Council, ensuring the contribution of partner organisations,
PERFORMANCE	
26.	Set strategic objectives and lead delivery through robust business and financial planning.
27.	Hold managers and partners to account for the delivery of targets.
28.	Manage, monitor and control externalised contracts effectively ensuring that Service Level Agreements, service standards and contractual obligations are met.
29.	Ensure that all services within own area of responsibility, including those provided by external contractors have robust business continuity plans and contribute to the discharge of the Council's responsibilities.
30.	Lead on borough-wide and strategic initiatives collaborating with internal/external stakeholders to deliver cross Council projects.
OTHER CONDITIONS:	
To carry out other duties and responsibilities commensurate with the level of the post as directed by the Chief Executive/Corporate Director	

Person Specification for the Post of Director, Customer Services			Method of Assessment A= Application Form T= Test I= Interview
Knowledge & Skills	Ability to balance strategic leadership and direction with effective operational management.	E	A/I
	Ability to foster an open and trusting culture with the ability to lead change through others and inspire high levels of performance.	E	A/I
	Ability to apply discretion and initiative in dealing with complex issues.	E	A/T/I
	Authoritative and influential with high developed relationship management and networking skills, and the ability to foster joint working across service and organizational boundaries for the benefit of residents and communities in LBTH.	E	A/T/I
	Naturally engaging with an ability to inspire and command respect, trust and confidence of	E	A/I

	<p>colleagues, Council Members and other stakeholders.</p> <p>Excellent negotiation and influencing skills, able to persuade others to alternative points of view.</p> <p>Ability to adopt best practice, modern, innovative working practices, which enable the delivery of corporate priorities.</p> <p>Customer oriented (internal and external facing), with well-developed networking and partnership skills, able to build relationships with a range of stakeholders.</p> <p>Significant financial and commercial awareness and effective budgeting and financial management skills.</p> <p>Ability to maintain a clear overview of the issues affecting the Council in general and the service in particular.</p> <p>Political sensitivity with an ability to make progress in complex policy areas and a strong belief in the value of local democracy and accountability.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/T/I</p> <p>A/T/I</p> <p>A/T/I</p> <p>A/T/I</p> <p>A/T/I</p> <p>A/I</p>
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	<p>Commitment to LBTH Council's values and behaviours and equal opportunity policy, with an ability to demonstrate personal leadership on the importance of diversity.</p> <p>Significant financial and commercial awareness and effective budgeting and financial management skills.</p>	<p>E</p> <p>E</p>	<p>A/T/I</p> <p>A/I</p>
Qualifications & Experience	<p>Relevant specialist and/or generalist degree(s)</p> <p>Substantial experience, evidenced by a solid track record of success, leading high-quality services</p> <p>A successful track record of engaging effectively with others at a senior and strategic level while building sustainable productive partnerships with key stakeholders</p> <p>Experience of leading on new ways of working and delivery of culture change in a large complex organisation.</p> <p>Significant experience of successfully leading and embedding financially affordably sustainable change, through support of others in complex and diverse organisations with measurable improvements</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A</p> <p>A/I</p> <p>A/I</p> <p>A/T/I</p> <p>A/I</p>

	Deep understanding of the external commercial and political environment and ability to translate that into organisational actions	E	A/I
<p>Living the TOWER Values sets out the essential behaviours required of all staff.</p> <p>They are aligned to the organisation's five TOWER Values</p>			
<p>We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets</p>	Builds effective alliances with a wide range of stakeholders and partners to achieve better outcomes.	E	A/T/I
	Visible, approachable and takes steps to shape a positive working culture across the council and with partners.	E	A/I
	Keeps abreast of external changes which impacts on delivery, seeking collaborative solutions to achieve the best outcomes	E	A/T/I
<p>We are OPEN and transparent</p>	Role models and champions a coaching culture across the council and with partners, connecting the 'bigger picture' to audiences own values, goals and ideas.	E	A/I
	Strongly facilitates with various stakeholders to deliver the pace of change required for the further success of Tower Hamlets.	D	A
	Approachable and seeks regular internal and external feedback to improve how they do things and to shape strategy and organisational improvement.	D	A/I
<p>We are WILLING to challenge,</p>	Takes accountability for leading the organisation in being	E	A/I

innovate and be accountable	ambitious and delivering high standards measuring progress.	E	A/I
	Creates a culture of learning, to build capacity and manage talent internally	E	A/I
We empower each other to be EXCELLENT and go the extra mile	Encourages innovation and commits resources for entrepreneurial ideas to achieve better outcomes	E	A/I
	Get others excited about Tower Hamlets vision, strategy, values and goals and how they can make a difference.	E	A/I
	Delegates decision-making where appropriate, whilst supporting and managing organisational risk.	E	A/T/I
We RESPECT all communities, they are the heart of everything we do	actively seek out ways to support and promote well-being across the organisation	E	A/I
	Actively contributes to building a customer-focused-culture across the council and with partners using customer data to shape strategic direction of the organisation to optimise outcomes	E	A/T/I
Additional Requirements	Seeks ways to harness the opportunities presented by the diverse workforce and community.	E	A/T/I
	Willingness to work outside of contracted hours in the evenings and weekends subject to notice.		
	To comply with the requirement to carry out a DBS check on this role.		
	To comply with the requirements relating to political restrictions for this role.		

London Borough of Tower Hamlets

Director, Customer Services JD, Jan 2021