

## Job Description

# Community Services Lead (Customer Experience)

Reference: CS011/Z344

Date: April 2026

<b>Job Family:</b>	<b>Community Services</b>
<b>Level:</b>	<b>3</b>
<b>Band:</b>	<b>11</b>
<b>Career Track:</b>	<b>Technical, Professional and Managerial</b>

## Job Purpose

Working closely with the Head of Customer Experience to support the organisational vision for service delivery and the implementation of the current and future transformation activity in the Council to ensure the delivery of modern digitally enabled services that prioritise customer experience and effective support.

## Service Purpose

The Customer Experience Service ensures that residents, businesses and visitors receive a consistent, high quality and inclusive experience whenever they contact the Council. As the organisation's first point of contact, the service provides accessible, multi-channel support that prioritises customer needs, resolves enquiries quickly and enables people to engage confidently with council services.

## Duties and Responsibilities

### Strategic Input & Service Improvement

- Drive delivery of the Council's vision for Customer Experience, championing transformation, channel shift and customer-first design.
- Shape future service models, influence strategic planning, and provide leadership on large-scale customer experience transformation initiatives.
- Lead continuous improvement activity focused on improving quality, customer satisfaction and operational efficiency.

## **Project & Programme Delivery**

- Lead and manage major change initiatives as part of a large Customer Experience Transformation Programme, ensuring successful design, implementation and adoption.
- Coordinate programme governance, training, readiness assessments, and post-implementation review.
- Ensure new functionality, processes and systems are implemented effectively, with fully supported transition plans.

## **Data, Insight & Reporting**

- Ensure customer demand, performance and insight data is robust, accurate and actively informs service design, transformation decisions and accountability.
- Influence development of management information tools that strengthen forecasting, performance monitoring and strategic planning.

## **Digital & Systems Use**

- Lead the development and optimisation of digital channels and customer systems to enhance self-service, automation and improved customer experience.
- Work with services to redesign end-to-end processes using technology, reducing avoidable contact and increasing first-contact resolution.

## **Equality, Diversity & Inclusion**

- Promote inclusive service design that meets diverse customer needs and enables digital inclusion.
- Embed a “Make Every Contact Count” approach to ensure equitable access across all customer groups.

## **External Representation & Partnership Working**

- Act as an ambassador for Customer Experience, representing the service with partners and stakeholders and promoting collaborative working to support transformation.

## **Learning & Development**

- Design, deliver and evaluate training programmes linked to new systems, processes and customer service standards.

- Ensure staff have the skills and confidence to adopt new ways of working introduced through transformation activity.

## Safeguarding

- Ensure safeguarding principles are embedded across all customer contact operations, with staff trained to recognise and act on concerns appropriately.

## Person Specification

### Professional and Technical Requirements

- Holds a relevant professional qualification or demonstrates advanced-level expertise essential for leading Customer Services.
- Strong knowledge of multi-channel contact centre operations, including processes, systems, technologies and best-practice customer service standards.
- Understanding of contact centre infrastructure such as IT systems, resource planning, workforce programming and performance monitoring.
- Proven ability to manage large teams, including developing operational work programmes and overseeing day-to-day workforce management.
- Skilled in coaching and capability building, including designing and delivering training programmes for customer services staff.
- Demonstrated track record of implementing continuous improvement initiatives and improving service delivery performance.
- Proven experience managing financial resources, controlling complex budgets and ensuring services are delivered within agreed spending targets.
- Strong understanding of Health & Safety and Employment legislation, including completion of accurate and robust risk assessments.
- Understanding of local government structures, statutory responsibilities and relevant service frameworks.
- Experience leading organisational change, including introducing and embedding new ways of working.
- Competent in using IT systems to support operational management, data analysis and organisational effectiveness.
- Able to work accurately, independently and collaboratively in a busy, fast-paced environment, managing competing priorities effectively.

### Core Competency Requirements

**Communication:** Communicates across services to influence outcomes. Adapts style across organisational contexts and manages sensitive communications.

**Collaboration:** Facilitates collaboration across teams, services, and external partners to deliver joined-up solutions.

**Service Delivery:** Aligns delivery with strategic priorities and maintains high performance. Improves services using innovation and effective use of resources to deliver value for money.

**Decision-Making:** Balances risk and impact in decision-making across teams or projects.

**Digital & Data Literacy:** Uses digital systems to manage performance and inform decisions. Applies ethical judgement and explores new data sources. Analyses complex data to improve service outcomes.

**Adaptability:** Leads teams through change using structured approaches that support clarity and resilience. Builds team cohesion and sustains service culture during transitions.

**Problem-Solving:** Enables collaborative problem-solving and challenges existing practices to address cross-service challenges.

**Community & Customer Focus:** Applies community insight and customer feedback to shape responsive and inclusive services.

**Leadership:** Aligns team capability and resources to deliver meaningful outcomes. Leads projects and services within areas of expertise and across disciplines.

## Strengths

**Strategic:** You look at the big picture. You consider the wider factors and long-term implications of decisions.

**Change Agent:** you are positive and inspirational in leading and supporting others through change.

**Efficient** - You convert resources into results in the most efficient and cost effective way

**Preventer** - You think ahead to anticipate, identify and address risks or problems before they happen

**Analytical** - You seek and analyse information to inform your decisions, based on the best available evidence.

## Desirable