

Lancashire County Council

Grade Profile

Grade Profile – Managerial – (Grade 8)

Applies to **all** managerial posts at Grade 8

Purpose
Supervises a small team of semi-skilled or part-qualified staff or a larger team engaged in similar work (e.g. specialised administration) to deliver a service meeting well defined, short term deliverables.
Scope of Work
Role holders at this level will be expected to manage the human and financial resources allocated to the team. They must be able to use judgment to deal with daily unforeseen problems with limited guidance, within established procedures. Roles at this level are typically the first level of professional line management in the council. They will generally have freedom to make practical and operational decision making within closely defined policies and procedural guidance.
Accountabilities/Responsibilities
<ul style="list-style-type: none"> • Manage and co-ordinate the work of a team to ensure that council procedures are properly implemented and that outputs are accurately recorded and meet with wider service needs. • Manage the performance of staff, following council policies and procedures e.g. sickness monitoring. • Identify and act upon opportunities for improving procedures and processes within team or work area, to support the continuous improvement of services. • Act as a technical reference for the team, providing guidance on the more complex issues and monitoring adherence to relevant standards. • Train others in the use of specialist equipment, systems or work methods in order to support the development of the team or service. • Manage a small budget, and/or influence decisions about a larger budget, to ensure appropriate resources are available to run the team or work area.
Skills, Knowledge and Experience
<ul style="list-style-type: none"> • GCSE or equivalent plus significant experience of working in a similar role OR part-professional qualification. <p>In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.</p>
Performance Indicators
<ul style="list-style-type: none"> • Delivery of specified results e.g. outputs, volumes. • Achievement of short term milestones. • Quality of partner relationships. • Budgeted vs. planned expenditure. • Customer satisfaction (internal or external) and service level measures. • Work force indicators (turnover, timeliness, absenteeism etc.).

Lancashire County Council Operational Context Form

Post Title: Customer Access Team Leader					
Directorate: Growth, Environment, Transport and Community Services			Location:	Lancashire House, Accrington	
Establishment or Team:		Customer Access Service		Post number:	
Grade:	Grade 8	Staff Responsibility:	Yes	Essential Car User:	No
<p>Scope of Work – appropriate for this post:</p> <ul style="list-style-type: none"> • Manage a team of Customer Service Advisors within the Customer Access in accordance with Lancashire County Council policies on matters relating to supervision and performance, conduct and attendance, recruitment, retention, learning and development. • Work collaboratively with the Operations and Quality & Performance Managers in all aspects of the efficient and effective day to day operations of the Customer Access Service 					
<p>Accountabilities/Responsibilities – appropriate for this post:</p> <ol style="list-style-type: none"> 1. Take ownership of agreed service areas, serving as a champion for all related processes and procedures. Act as a direct contact point with the service areas, liaising closely with them to develop and improve the service. 2. Provide immediate line management and supervision for a team of CSAs in all matters relating to performance, conduct and attendance. 3. Manage staff through their probationary periods, ensuring the necessary training and support is provided and measuring performance against agreed targets at regular intervals. Ensure all relevant meetings are undertaken in a timely manner and documented appropriately. 4. Maintain and monitor ongoing accurate performance data on staff, measuring them against agreed quantitative and qualitative benchmarks. Monitor work produced, providing regular and ongoing feedback to staff regarding their performance and undertaking coaching where required. Provide regular statistical information, verbal updates and performance statistics regarding team performance to senior management. 5. Address any ongoing underperformance, documenting the agreed issues, support, targets and timescales in personal action plans. Follow the capability process where action plans have not addressed ongoing underperformance. 6. Ensure the CSAs provide accurate, meaningful and consistent advice / information relating to Customer Access services while complying with Data Protection and Information Governance protocols. 7. Monitor and manage all sickness absence in line with the Lancashire County Council policies, ensuring accurate records and documentation are stored and appropriate action is taken in 					

a timely manner.

8. Ensure that staff leave, flexitime, toil and medical appointments are accurately recorded in all appropriate systems and managed appropriately throughout the year.
9. Ensure all staff adhere to the Lancashire County Council Code of Conduct and appropriate corporate policies. Address any ongoing behavioural issues, documenting the agreed issues, support, targets and timescales in personal action plans. Follow the Disciplinary process where action plans have failed to address ongoing issues.
10. Lead by example, adhering to all appropriate policies and serving as an ambassador of the Customer Access Service, presenting a positive image at all times.
11. Develop and maintain positive working relationships within Customer Access and with the different services throughout the authority. Attend meetings as and when required, providing feedback to staff and colleagues where applicable.
12. To undertake, wherever required, other responsibilities and duties including work related to third party external business, on behalf of the company, where this is commensurate with the grade of the post. This may entail working from other locations.
13. Work collaboratively with other Team Leaders to ensure the centre is appropriately staffed, using a rota system to provide cost effective service, best utilising the staff available.
14. Deputise for the Operations Managers in their absence, responding to any emergency within the service.

Additional supporting information – specific to this post:

- The operational hours of the Customer Access Service are between 08:00am – 18:00pm. Flexibility, including out of hours work, may be required.
- You may be required to work from other locations and undertake, wherever required other responsibilities where this is commensurate with the post.
- Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility and it will inevitably change. You will be required to undertake other activities of a similar nature that fall within the remit of your area of work, as directed by service management.

Prepared by:

Terry White

Date : March 2018

The above form set out the area of work in which duties will generally be focused and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Safeguarding commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and/or numeracy if they do not have one already.

Lancashire County Council

Person Specification		
Post Title: Customer Access Team Leader	Grade: Grade 8	
Directorate: Growth, Environment, Transport and Community Services	Post number:	
Establishment or Team: Customer Access Service		
Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
GCSE or equivalent plus significant experience of working in a similar role	E	A
OR		
Part-professional qualification	E	A
OR		
Specialised skills acquired through significant on the job experience.	E	A
Experience:		
Experience of supervising staff, including ability to delegate and track performance.	E	A/I
Experience of managing budgets and resources.	E	A/I
Knowledge and Skills:		
Comprehensive understanding of the work practices, processes and procedures relevant to the role.	E	A/I
Empathy and sensitivity to the needs of staff.	E	A/I
Good written and verbal communication skills.	E	A/I
Other (including special requirements)		
1. Commitment to equality and diversity	E	A/I
2. Commitment to health and safety	E	A/I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	A/I
Date: March 2018		
Note: We will always consider your references before confirming a job offer in writing.		