

**NEWCASTLE-UNDER-LYME BOROUGH COUNCIL****JOB DESCRIPTION**

|   |                  |                                   |
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| <b>Job Title:</b> Customer Hub Lead         |                  | <b>Grade:</b> 10                  |
| <b>Directorate:</b> Service Delivery        |                  | <b>Service:</b> Customer Services |
| <b>Post No:</b> OFD-02-21                   | <b>JE Ref:</b> A | <b>Date of Issue:</b>             |
| <b>Responsible to:</b> Customer Hub Manager |                  |                                   |

**Main Purpose of Job:**

To support the Customer Hub Manager in the day-to-day operational management of the team and delivery of our One Front Door approach and principles. To provide functional leadership in one of the core service areas, ensuring that work processes, standards and compliance are maintained and continuously improved. To deliver a specialist, professional service with high standards of advice and support and resolving cases of varying complexity as they arise. To ensure advisors are trained to a high standard and can undertake their role, as well as address any performance issues as they arise quickly and in accordance with policies.

**Main Tasks/Duties/Responsibilities**

1. Day-to-day team leadership to ensure work processes, standards and compliance are maintained and continuously improved, as well as address any performance issues as they arise quickly and in accordance with policies.
2. Support the Customer Hub Manager with the operational management of the service, including overseeing people, undertaking 121s and appraisals, and responding to performance information
3. Act as functional lead in one or more areas of specialism, personally owning the resolution of more complex and contentious cases where significant functional knowledge and skills are required.
4. Approved to train other officers in the team to complete moderately complex cases and tasks for a service area where significant functional knowledge and skills are required
5. Responsible for multi-skilling people within teams and encouraging knowledge sharing, ensuring that officers are trained to a high standard and can undertake their role, by either delivering or co-ordinating the delivery of training, mentoring, and coaching.
6. To own the defined Customer Types, monitoring and ensuring that the customer type principles are embedded and fostering successful transactions with customers
7. Proactively design and develop tools and guidance notes for the areas of specialism to enable the team to self-serve and widen their knowledge, and monitor compliance against these standard operating procedures
8. To provide support and supervision for the escalation of service issues including more complex customer care issues

9. Resolve straightforward enquiries across **all** Council service areas, supported by information and guidance.
10. Complete straightforward rules-based tasks for several service areas which may include but is not limited to council tax, benefits, business rates, housing advice, waste, debt recovery, [operational services, planning, environmental services, licensing, housing]
11. Support the 'Supported Team Lead' with the work required for the returns for the Housing Benefit subsidy, ensuring staff complete the discovery checks for the auditors and then further 40 plus checks, and the workbooks are to the required standard.
12. Complete other returns as required by the DWP and Government Offices
13. Support the 'Everyday Lead' with Council tax reviews – ensuring completion utilising staff within the Hub Team

### **Occasional Tasks/Duties/Responsibilities**

1. Customer Hub Leads will predominantly be based at Castle House but may need to rotate around any Council sites as required. This includes Castle House, Jubilee2, the Museum, Kidsgrove Customer Service Centre, the Depot, etc. It is the responsibility of the individual to ensure they have the means to reach such sites in order to perform their duties.
2. Customer Hub Leads hours of work will vary from 8.30am to 6pm. Work outside normal office hours when the occasion demands, both scheduled and unscheduled, including to meet emergency situations.

### **General**

1. To be aware of and comply with current Health and Safety Regulations and the Borough Council's Health and Safety policy and procedures as they relate to the duties and responsibilities of the post.
2. To be proactive in personal and professional development, updating knowledge and skills by appropriate means as agreed annually through the Council's Performance Appraisal Scheme.
3. To maintain awareness of risks and incorporate these into the formal risk management process and also to control the risks inherent in your job and report any risk concerns to your manager.
4. To produce any performance information required in a reliable, timely and accurate way, in accordance with the Council's Data Quality Policy and identified KPIs.
5. To be aware of and adhere to the Council's Equal Opportunities Policy.
6. To undertake any other duties as may be reasonably allocated to the postholder commensurate with the grading and responsibilities of the post. (Where necessary, reasonable adjustments will be made in accordance with the Equality Act).

7. To be familiar with the obligations and requirements of the council's information security and data protection policies and procedures as they apply to the post, ensuring that confidential and sensitive data used by the post holder is held securely and personal data is obtained, processed and disclosed only in accordance with the principles and requirements of the Data Protection Acts.

**This job description is not exhaustive providing an indication only of the scope and length of the main duties and responsibilities to be undertaken by the postholder and may be subject to amendment or alteration. It may be changed from time to time to meet changing circumstances and does not form part of your contract of employment.**