

**Job Title: HEAD OF CUSTOMER SERVICE**

**Job Location:** Any Care Inspectorate Office

**Responsible to:** ExecutiveDirector of Corporate and Customer Services

**Principal Working Contacts**

Executive Group, Heads of Service and Service Managers

Chair and Board Members

Care Inspectorate Colleagues

Employees of the Care Inspectorate

SSSC

**Job Purpose:**

To lead on the ongoing design and implementation of an integrated customer experience agenda for the Care Inspectorate to ensure that customer insight becomes the driver for continuous improvement in service delivery.

To ensure the delivery of a cohesive administrative and business support service to the organisation and to support the Executive Director of Corporate and Customer Services and wider Executive Group by providing visible leadership and vision to the Customer and Business Support function in order to drive a continuous improvement agenda whilst delivering best value.

Lead and manage workforce change resulting from the Care Inspectorate’s developing business methodologies and digital technologies.

Lead the development of the Care Inspectorate’s Customer Contact Centre and ICT service desk, ensuring a customer and delivery-focused service.

**Key Accountabilities:**

**Strategic Management**

* Periodically update and re-design the Customer Service Strategy, including the development of a customer journey process and customer satisfaction measures and ensure its successful implementation.
* Support the implementation of the Care Inspectorate’s service standards to strengthen customer focus and support the creation of integrated service delivery models
* Keep the service standards under periodic review, updating where necessary
* Lead the design of best practice “value for money” service principles and customer journey solutions (including operating models, processes and systems) and be able to articulate the value of these to internal customers for implementation.
* Develop and implement a Business Support Strategy in support of both the Directorate and Corporate Plans that is customer and delivery focused, ensuring the needs of all customers and stakeholders are met in a consistent, efficient and effective manner.
* Lead the delivery of a sustainable and customer focused ICT business improvement service, including: customer service, project management, business analysis and the development of ICT services and systems to support business improvement
* In support of the Business and Digital transformation change programme, carry out the role of Business Change Manager on the Programme Board.
* Lead the on-going review of the performance of business support functions, including quality assurance, performance management and the development of administrative roles, to ensure consistency and continuous improvement while promoting efficiency and the achievement of best value.
* Lead and deliver the change process for business support proposals, including customer/stakeholder involvement, consultation and relationship management to ensure the business support function, and the Contact Centre continues to meet the requirements of the Care Inspectorate, the people within it and the general public.
* Promote the principles of partnership working and engagement throughout the organisation and embrace this as the agreed way of working.
* Work with the Executive Director to build the diverse strands of the directorate into a cohesive, integrated and productive team.
* Support the Executive Group in scanning the organisation’s horizons and in developing innovative solutions and policies to deal with emerging issues and developments. This will include the provision of regular and special reports identifying developing trends and assisting effective decision making and resource deployment.
* Develop and maintain an up to date knowledge of scrutiny and improvement in order to be able to provide an effective and valued support function.

**Operational Management**

* Manage the efficient and effective provision and development of the role’s reporting functions, ensuring that statutory obligations are met and that best practice is identified and implemented.
* Effectively manage all procurement activity for customer support in line with the Procurement Strategy.
* Lead on developing innovative approaches to ensure continuous improvement and high-quality standards for customer support through creative problem solving and bringing new thinking, constructive challenge and solutions to meet the corporate expectations of the Care Inspectorate.
* Ensure all necessary measures are in place to deliver an excellent and professional experience for all those who contact us
* Identify and communicate trends in customer comments and feedback; highlighting areas for attention and ongoing improvement and work with colleagues in the Care Inspectorate to actively put in place solutions to improve both internal and external customer satisfaction
* Lead and manage the delivery of a business support service for the Care Inspectorate, including the overall management and deployment of the business support budget and its resources to all Care Inspectorate functions in line with the principles of Best Value.
* Lead on developing innovative and ‘lean’ approaches to the delivery of business support and its associated processes. Support continuous improvement and quality systems development, through creative problem-solving and bringing new thinking, delivery mechanisms and solutions to the Care Inspectorate.
* Manage key transformation projects, utilizing project management techniques, managing risks and opportunities associated with transformational change and business process design.
* Work with Organisation and Workforce Development colleagues to develop a Learning & Development Strategy for business and customer support staff.
* Support the Head of Finance & Corporate Governance with the implementation of the Corporate Governance Strategy.
* Work with all other Senior Managers to identify and design best practice service principles and customer journey solutions.

 **People Management**

* Lead and direct staff in functions within the role’s control and ensure that their work is carried out in an effective and consistent manner and meets the targets and requirements of the Care Inspectorate.
* Support, develop and coach line managers using the Care Inspectorate’s LEAD (Learn, Experience, Achieve & Develop) process implementing corrective action where necessary, to ensure continuous improvement and maximise performance levels.
* Manage and monitor standards of performance and consistency of practice across business support by identifying and delivering a set of customer service principles, monitoring measures and performance indicators.
* Manage the recruitment and development of all employees within the role’s remit.
* Promote the health, safety and welfare of all employees within the role’s remit.
* Promote diversity, equality of opportunity, fairness, dignity and trust, ensuring that these principles are upheld across all areas of service delivery.

**Relationship Management**

* As a manager, model corporate behaviour and demonstrate commitment to Care Inspectorate values
* Develop and maintain constructive and co-operative working relationships with internal and external customers and stakeholders to ensure effective and efficient support.
* Ensure the deployment of appropriate mechanisms to consult effectively, both internally and externally, with all relevant staff and stakeholders concerned in the delivery of the functions within the role’s control.
* At all stakeholder interfaces, be proactive in raising awareness of the work of the Care Inspectorate in a positive manner.

**Other Duties**

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, the post holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job, and to respond positively to changing business needs.

This job requires travel and may involve some overnight stays and unsocial hours.