

 **Job Title: HEAD OF CUSTOMER SERVICE**

|  |  |  |
| --- | --- | --- |
| **Attributes** | **Essential** | **Desirable** |
| **Experience** | * Significant experience of managing the provision of business support services, within a medium to large-sized complex organisation.
* Experience of developing the performance of business support functions, including quality control, performance management and the development of support roles.
* Experience of shaping and delivering a customer experience strategy and service standards
* Demonstrable evidence of embedding sustainable transformational change.
* Experience of successfully working to deadlines and meeting performance outcomes
* Proven experience of managing teams to improve customer service
* Experience of managing customer relationships in complex organisations
* Experience of implementing LEAN processes
 | * Experience of Scottish Government.
 |
| **Education, Qualifications & Training** | * Educated to Degree level or equivalent in a relevant field, e.g. Office Administration, Public Administration, Business Studies or Management.
* Commitment to own CPD.
 | * Relevant management/leadership qualification, e.g. MBA, Institute of Leadership & Management.
* EFQM Assessor or LEAN six Sigma Practitioner
 |
| **Skills & Knowledge** | * The ability to apply strategic leadership and direction to a diverse team of managers and staff across different locations.
* The ability to develop and deliver a business support function that is efficient, effective, customer and delivery focused.
* Understanding of corporate governance and risk management
* Be adept at challenging traditional thinking in a positive and constructive way.
* Ability to initiate, develop and project manage significant change projects
* Excellent communicator, both verbally and in written form.
* Ability to translate plans into action.
* Excellent negotiation and influencing skills.
* Demonstrate understanding of and commitment to Equality and Diversity issues.
* IT literate, using the most effective methods to communicate and manage information.
* Knowledge of customer experience/ satisfaction.
* Knowledge of Best Value
 | * Demonstrate involvement in social and health care agenda.
 |
| **Key Performance Outcomes** | **Essential** | **Desirable** |
| **Leading Others** | * Ability to provide leadership, a clear sense of purpose and direction to the administrative support function within the Care Inspectorate.
* Ability to deploy staff and other resources effectively in order to achieve performance objectives linked to Corporate Plan outcomes.
* Ability to ensure that the customer and business support function conducts itself in accordance with the highest standards of integrity, probity and openness through the implementation of robust corporate governance.
* Demonstrates ability to provide strategic direction for the customer and business support function whilst bringing together groups from dispersed work locations.
* Ability to manage and develop virtual teams.
* Ability to determine the “tone” for a significant area of the organisations’ work and promoting a corporate vision.
* Ability to facilitate and/or coach direct staff reports to become more effective in meeting organisational requirements.
 | * Demonstrate experience of delivering significant cultural change at a strategic or operational level.
 |
| **Management of Resources** | * Ability to bring together the overall work of national teams of staff. Substantial staff and budget responsibilities.
* Ability to effectively and efficiently manage agreed levels of resources and budgets.
* Ability to drive continuous improvement and manage business planning and performance processes.
 |  |
| **Effective Communication** | * Articulate and positive communicator both in verbal and written communication skills.
* Ability to engage, influence and lead the development of key stakeholder relationships, both internally and externally.
* The ability to build and guide key stakeholder strategies and manage relationships to secure or improve delivery of key programme or service outputs.
 |  |
| **Impact & Influence** | * Demonstrates ability to influence at all levels.
* Demonstrable ability of promoting, leading and implementing strategies and change programmes to improve the development and quality of services.
* Evidence of building positive relationships, engaging and collaborating effectively with others internally and externally.
* Demonstrate personal resilience, being able to work flexibly under pressure with stamina and tenacity to deliver results.
 | * Ability to take account of wider political and organisational sensitivities to deliver strategic objectives.
 |
| **Objective Decision Making** | * Ability to assist the Executive Director to set, in consultation with others, the overall strategic agenda, long term objectives and performance standards for the organisation.
* Demonstrate a balanced approach to problem solving, drawing on both creative and analytical skills.
* Ability to make appropriate and realistic judgments, based on relevant, up to date and verifiable information.
* Ability to take responsibility for difficult decisions and to remain resilient against possible criticism.
 |  |