

**Job Title: HEAD OF CUSTOMER SERVICE**

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| **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. |  |