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**PERSON SPECIFICATION**

**Customer SERVICES MANAGER**

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| SECTION | CRITERIA | Competency Level \* |  |
| **Education and Qualifications** | * A degree or NVQ Customer Services level 3 or 4 (or equivalent)
 | Certification/Application/Interview |
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| **Experience, Knowledge and Understanding** | * Previous experience of service and team management in a customer service/call handling setting, including the use of customer relationship management systems.
* Experience of monitoring and improving delivery of a first line customer service with the emphasis on effective enquiry resolution.
* Experience of working with residents or delivering housing related services.
* Experience of managing a centralised office service within an agile work environment.
* Experience of budget management.
* Knowledge of general office-based health and safety requirements.
* Strong administration experience and IT skills.
* Development and delivery of online service options
 | Certification/Application/Interview |
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| **Working With People** | Influences and persuades peers and team members to work cooperatively and achieve common goals * Builds a high calibre diverse team.
* Coaches and develops their team to increase productivity and achieve greater performance levels.
* Contributes to the development of a clear team identity, actively builds team spirit.
* Operates with confidence in a group setting; project group; meetings and in a remote team.
* Passionately champions excellence in customer relationship management
 | Interview |
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| **Communicating & Influencing** | Communicates ideas and information in an effective and compelling manner that is clear, intelligible, convincing and timely, adapting own style to suit the situation.* Makes presentations and speaks in group settings with skill and confidence.
* Encourages team to engage in transparent and inclusive communication and to work collaboratively across departments.
* Understands the complex viewpoints of others, recognises where compromise is necessary and brokers agreement to move forward
* Communicates persuasively and confidently.
* Presents a credible and positive image both internally and externally.
 | Interview |
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| **Driving Positive Outcomes** | Pursues goals and objectives energetically, transmitting enthusiasm to others, overcoming obstacles to ensure we achieve the outcome we are looking for.* Sets high performance standards for self and others.
* Celebrates positive outcomes and praises effectively.
* Approaches day to day work and objectives positively and energetically and maintains a positive outlook.
* Learns from success and failure and actively seeks feedback from others to change and improve.
 | Interview |
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| **Enthusiasm for Customer Service** | Makes the customer “live and central” in their thoughts and decisions, demonstrates enthusiastic excellent customer service to both internal and external customers.* Clarifies the customers real needs and expectations without making assumptions.
* Finds ways to exceed customer expectations.
* Interacts with customers in an engaging and courteous manner.
* Maintains an appropriate level of professionalism and regard for Adult Safeguarding at all times.
* Co-develops and implements business plans with customer insight.
* Measures customer satisfaction and develops KPI’s appropriate to their area of business.
* Offers customers choice in customer service options
 | Interview |