

logos

South Bucks District Council and Chiltern District Council Joint Management Team

Draft : March 2012

Job Description:

- 1. Job Title: Head of Customer Services**
- 2. Reports to: Director Resources**
- 3. Grade and Salary: To be evaluated**

4. Context:

The establishment of a joint senior management team provides the opportunity to create shared arrangements across South Bucks and Chiltern District Councils. Following from the appointment of a joint Chief Executive and Directors the emphasis will continue to be on leading change and transition. The new team will concentrate on delivering highly cost effective, customer focussed services. This role, one of eight Heads of Service, will be subject to a range of challenges that demand a strong outcome focus, where improved performance will be achieved through highly effective relationship management.

5. Job Purpose:

To play a proactive role in enabling the senior management team to be effective and achieve its goals.

To provide effective management of one of the joint groups of services

To act as principal advisor to the Council for the functions of the group

6. Principal Duties and Responsibilities:

- Actively contribute and support the senior management team in the delivery of the key objectives of the Councils
- Actively participate in cross cutting initiatives to ensure modern, efficient, and effective service delivery to the community
- In conjunction with the Chief Executive and Directors build and maintain effective working relationships with members and external partners .

- Support the Joint management team and members by providing any necessary assistance and professional advice
- Ensure the motivation and well being of the workforce in accordance with the values and policies of the Councils
- Ensure that all performance targets are met and help to drive both Councils' shared values and vision
- Keep abreast of the changing landscape for public services and actively challenge the way services are delivered to ensure continuous improvement
- Actively support internal and external communications
- Prepare timely budgets in accordance with the corporate framework to deliver priorities and contribute to the business planning process
- Monitor performance and budgets, and ensure compliance with financial regulations.
- Identify and manage risks related to the services under the posts direction.
- Be prepared to quickly and flexibly react to the needs of the Councils , their customers and partners
- Develop, implement and maintain policies within the remit of the group to ensure compliance with regulations and national standards

7. Specific Responsibilities:

As Head of Customer Services

You will lead the teams across the following service areas:

- **Revenues and Benefits: client**
- **Revenues and Benefits: operations**
- **Fraud and Welfare Partnership**
- **Customer Services-All front office support both personal and telephony that is provided on behalf of all services based at both Amersham and Denham.**

8 Additional Information:

- **You are required to adhere to both councils' health and safety, data protection and equalities policies.**
- **The list of duties is not to be regarded as an exhaustive list and you should be aware of the need for absolute flexibility in the interest of the organisation and its customers.**

Attached: Person Specification: generic across all eight Head of Service posts