



JOB DESCRIPTION & PERSON SPECIFICATION

JOB TITLE: Head of Service - Customers & Communities

POST NO: 0000

REPORTING INTO: Strategic Director - People

SALARY: £71,000

MAIN PURPOSE OF ROLE

To work as a member of our Operational Management Board, delivering against our corporate ambitions and priorities by offering strategic and operational support to the Customers & Communities service. To provide excellent management and leadership that ensures Exeter City Council delivers its vital services.

MAIN DUTIES & RESPONSIBILITIES

As a member of the Council's Operational Management Board (OMB) you will:

- Work in partnership across the operational management board (OMB), senior management board (SMB), public and private sector partners, customers, and central government to drive the delivery of the Council's services.
- Be an exemplar of the Council's values and behaviour protocols to ensure that the Council's corporate image and reputation are held in the highest esteem by all the customers and communities the City Council serves, and stakeholders and partners it collaborates with.
- Provide inspirational leadership, management and development of the Council workforce that creates a professional, supportive environment that champions EDI and, in turn, enhances the Council's ambitions to remain an Employer of Choice in the local employment market and beyond.
- Be a proactive member of our operational management team ensuring we have a collaborative approach to leadership at operational level.
- Provide leadership and direction in terms of data including principles, policy, standards, quality, prioritisation and usage across the whole of the organisation.
- Work with local political leadership to ensure that elected members' will is expressed and understood by Council officers, and is implemented within the constraints of appropriate probity, legality and the agreed financial envelope.
- Work to develop an organisational culture that is open to, and curious of, innovation, continuous improvement and the development of new models of service delivery and ways of working to ensure the most effective and efficient

use of resources in the execution of the Council's priorities and responsibilities.

- Lead, promote and challenge an inclusive culture both within the service and across the wider council, with a particular focus on our safeguarding responsibilities and role as a corporate parent.

As the Head of Service for Customers & Communities, you will:

- Lead the management, development, performance and continuous improvement of all our Customers & Communities service including Customer Service Centre, Consultation, Community Engagement/Grants, Customer Insight/CRM, Complaints and Wellbeing Exeter.
- Be responsible and contribute to strategic plans and policies that influence, and shape customer centric council services.
- Provide strategic advice and leadership for the Wellbeing Exeter Programme.
- Own and maximise the use of data, analytics and trends to drive continuous improvement and aid efficiency across the council through Customer Insight/CRM.
- To be responsible for consulting with stakeholders and engaging with our communities to ensure we are providing the services and support that our communities and stakeholders need. This will include the administration and distribution of community grants.
- Champion and be a role model for positive performance management leading initiatives to create a workforce that reflects our diverse community.
- Review and introduce new processes for owning, handling, monitoring and reporting of complaints, while contributing to the timely resolution of these.
- Form excellent partnerships with regional and national stakeholders to learn, influence and embed best practice across the Council.
- Be knowledgeable, informed and offer excellent judgement while adhering to relevant laws, national policies and current trends across the sector.
- Be a champion of collaborative working by engaging services across the council and external stakeholders to deliver an outstanding Customer Experience service, which contributes to a healthy and safe city for all.
- Drive innovation ensuring forward thinking practices are embedded that have a direct impact on Exeter City colleague and customers.
- Lead the delivery and development of the CRM ensuring all employees maximise training and that policies are effective with excellent employee engagement.
- Lead the professional development of employees within the Customer & Communities service creating a pathway for future leaders and qualified members of staff, while also addressing barriers to retaining staff.
- Be a champion of collaboration across the City Council, driving innovation and organisational change to deliver customer-centric services.
- Provide accurate, timely and relevant advice to the Directors, Chief Executive, Members and other key stakeholders where appropriate.
- Undertake any other duties as required that are commensurate to the role and

Council. These may include representing the Director where required or acting as a Statutory Officer or Deputy Statutory Officer if appropriate and suitably qualified.

Person Specification

Criteria - Educational Standards	Assessed by Application Form	Assessed by Interview Panel	Assessed by Presentation
E - Educated to Degree Level or equivalent relevant to Customers & Communities.	X		
E - Evidence of Continuing Personal and Professional Development (CPD) in relation to Customers & Communities.	X		
Criteria - Experience			
E - Extensive leadership and senior management experience in a complex organisation.	X		
E - Evidence of controlling and managing substantial budgets.	X		
D - Evidence of cultivating a high-performing culture that delivers cost-effective outcomes.		X	
Criteria – skills, abilities and knowledge			
E - Extensive knowledge leading services related to the Customer & Communities Services.		X	
D - Skills and experience in forming productive partnerships at a senior level that delivers improvement across an organisation.		X	
E - Outstanding communication skills and the ability to adapt to all stakeholders needs.		X	
Criteria - Personal Attributes			
D - Excellent ability to collaborate with internal and external stakeholders.		X	
E - Solution focused and innovative in overcoming challenges facing the Council.		X	
E - A resilient, tenacious and courageous outlook.		X	
E - Good self-awareness and ability to analyse own performance to identify opportunities to enhance work.		X	

E - Essential / D - Desirable

Date last updated - June 2024

