

JOB DESCRIPTION

JOB TITLE:	Careline Delivery Team Leader	JE NUMBER: A13550
DIRECTORATE:	Digital, HR and Customer Services	GRADE: 7
RESPONSIBLE TO:	Careline Manager	
RESPONSIBLE FOR:	Leading and supervising a Careline Operations team	
MAIN PURPOSE OF POST:	To lead and manage a motivated, skilled, and high performing team within the Careline service, so that customer focused services are delivered, and key performance indicators are successfully achieved.	

DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	Lead day to day operational service delivery within the Council's Careline service
2.	Plan and organise the team to achieve Key Performance indicator
3.	Develop operational business plans and service improvement plans in conjunction with the management team, encouraging innovation and identifying new ways of working which will improve service delivery.
4.	Motivate staff and ensure they work effectively to deliver operational and service improvement plans
5.	<p>Manage the fair and consistent application of performance management and disciplinary measures within the team</p> <ul style="list-style-type: none"> • Set individual performance targets which drive delivery of team KPI's • Complete monthly performance reviews, focusing on employee strengths, development areas and agreed learning opportunities • Complete quarterly VIP meetings • Manage performance in line with Council policy and procedure
6.	Ensure customer satisfaction levels are monitored and reviewed, improvements to service areas are delivered and regular progress is reported to the Careline Manager and Head of Customer Services
7.	Support staff to assess, resolve, and process individual enquiries, notifications, compliments, and complaints about Council services, leading by example and providing a high level of customer service.
8.	Take responsibility for the implementation and maintenance of systems and processes which are followed within the team and ensure they meet legislative requirements and the needs of internal and external customers and partners.
9.	Ensure that the Careline office and all equipment is maintained to a high standard and comply with all relevant health and safety legislation and regulations.
10.	Ensure the principles of confidentiality are embedded within the service and that staff are aware of their obligations.
11.	Participate in training and proactively seek opportunities for learning and self-development so that service delivery outcomes are improved

12.	Advocate for customers where required, liaising with other services, agencies, and organisations to achieve positive customer outcomes.
13.	Work with the Compliance Officer to develop Health and Safety risk assessments and ensure team members are aware of and comply with Council policies and procedures.
14.	Ensure that CRM software is used effectively, and digital processes meet employee and customer needs.

GENERAL – To be aware of and implement the following:

Equalities – The council’s Equality and Diversity Policy which sets out the council’s commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

Code of Conduct – All employees of Chesterfield Borough Council must comply with the Employees’ Code of Conduct.

Health & safety – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council’s Health and Safety policy.

Staff Development - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council’s performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

Data Protection – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

Safeguarding Children and Vulnerable Adults - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

Climate Change – The council’s commitment to becoming a carbon neutral organisation by 2030 and to support the wider Borough to become carbon neutral by 2050 in line with the Council’s Climate Change Strategy.

SPECIAL FEATURES OF POST:

Political Restriction	YES		NO	X
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES	X	NO	

Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES		NO	X
You may be required to carry out those duties at your present workplace or at another council venue.	YES	X	NO	

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

JOB TITLE:	Careline Delivery Team Leader	JE NUMBER:	A13550
DIRECTORATE:	Digital, HR and Customer Services	DATE:	

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method Application Form / Interview / Certificates
Essential		
•	Able to team build and develop the potential of the team	Application form / Interview
•	Has excellent interpersonal skills; able to diffuse conflict and drive a 'one team' approach	Application form / Interview
•	Has good problem-solving skills	Interview
•	Able to deliver key performance indicators and targets	Interview
•	Able to deal with competing demands	Interview
•	Able to make decisions on complaints and complex queries, driving successful outcomes for customers and the council	Interview
•	Able to deal with performance shortfalls in a confidential and fair manner	Interview
•	Able to plan and manage activity according to changing work priorities	Application form / Interview
•	Able to deliver effective written and oral communication	Application form / Interview
•	Has strong listening skills	Interview
•	Able to use initiative	Application form / Interview
•	Able to coach, mentor, and develop individuals	Application form / Interview
•	Knowledge of Data Protection and Freedom of Information legislation	Application form / Interview
•	Knowledge of health and safety regulations and safe working practices	Application form / Interview
Desirable		
•	Good knowledge of a broad range of Local Government Services	Application form /

		Interview
•	Knowledge of telecare and falls recovery service delivery	Interview
EXPERIENCE		
Essential		
•	A minimum of 3 years' experience within a contact centre or customer service environment, ideally within a telecare or Local Authority environment	Application form / Interview
•	Proven experience of developing and delivering service improvements in a customer environment	Application form / Interview
•	Experience of using CRM software and ICT systems	Application form / Interview
•	A strong track record of building high performing teams	Application form / Interview
Desirable		
•	Two years' experience in supervising people	Application form / Interview
•	Experience of implementing digital transformation within a telecare or customer services environment	Application form / Interview
QUALIFICATIONS		
Essential		
•	Educated to GCSE level (achieving 5 including English and Maths) or equivalent	Application form / Certificates
•	Willingness to undertake job related training	
Desirable		
•	Management qualification	Application form / Certificates
OTHER REQUIREMENTS		
Essential		
•	To display the council's values and behaviours when carrying out the job role	Application Form, Interview
•	To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form, Interview

•	Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview
COMPETENCY REQUIREMENT:		
Seeing the Big Picture	Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.	Interview
Level: 2	For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.	
Changing and improving	People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.	Interview
Level: 2	For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.	
Making Effective Decisions	Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice.	Interview
Level: 2	For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care. For leaders it's about reaching evidence-based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.	
Leading & communicating	At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm.	Interview
Level: 2	It's about championing difference and external experience and supporting principles of fairness of	

	<p>opportunity for all.</p> <p>For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.</p>	
<p>Collaborating and partnering</p> <p>Level: 2</p>	<p>People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.</p> <p>For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable</p>	Interview
<p>Developing self and others</p> <p>Level: 2</p>	<p>Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving.</p> <p>For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change</p>	Interview
<p>Delivering Value for Money</p> <p>Level: 2</p>	<p>Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.</p> <p>For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available</p>	Interview
<p>Managing a Quality Service</p> <p>Level: 2</p>	<p>Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches</p>	Interview

	<p>to support service delivery. For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost-effective delivery models for public services</p>	
<p>Delivering at Pace</p>	<p>Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.</p>	<p>Interview</p>
<p>Level: 2</p>	<p>For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly</p>	