

	<b>Job Title</b>	Head of Customer Access
	<b>Department</b>	Customer and Digital Service
	<b>Section</b>	Customer Access
	<b>Grade</b>	Hay 4
	<b>Reports to</b>	Director of Customer Access
	<b>Staffing Responsibility</b>	Direct reports Service Manager Customer services Operations (x2) Service Manager Contact Centre Service Manager Subsidy and Policy Indirect responsibility for circa 130 staff

### Job Purpose:

1. To support an Operational Director in securing the continuous development, improvement, efficiency and success of the Department as a whole through effective leadership, budget management, strategic direction, planning, management and governance.
2. To lead the development, planning and delivery of a service to meet the current and future needs of users within available resources.
3. To lead on and support cross cutting corporate initiatives at the request of the Chief Executive.

### Dimensions:

- Administering £380m Housing and £25M Council Tax Benefits.
- Direct service provision to 43,500 households claiming benefits.
- Responsible for effective management of all face to face and corporate telephone contact centre service provision
- Administration of Local Welfare Assistance payments, concessionary travel and social care financial assessments
- Administration of Financial assessments ( Adult Social Care ), appointeeships and deputyships

### Principal Accountabilities:

1. Work collegiately with colleagues on the Senior Management Team (SMT), and make a proactive contribution delivering departmental and corporate objectives.

2. Lead and manage a portfolio of customer focused services / teams in alignment with both corporate and departmental aims and priorities.
3. To support the Operational Director Customer Access to review and monitor access arrangements for all Brent service, ensuring that these are designed to meet the needs of the Community and instigating and delivering changes to improve these
4. To develop, manage and direct the Council's Benefits Service, Corporate Contact Centre and Customer Service locations, Assessment functions for blue badges, taxi cards and freedom passes and financial assessments for ASC so as to meet corporate and national objectives and customer needs. This includes management of Benefit subsidy claims (£340M per annum) and development and implementation Member agreement for the localised Council Tax support scheme .
5. Provide leadership and management to achieve high performance and effective operational delivery; which will include managing the effective use of resources and staff.
6. Work closely with the Operational Director to support effective working relationships with relevant portfolio holders.
7. Support and develop partnership working, including acting as an effective ambassador and advocate with external organisations.
8. To lead, develop and implement strategies and policies which set the direction for front facing service provided by Brent Customer Services including the Corporate Customer Services Centre, corporate Contact Centre service provision; Benefits, , Local Welfare Assistance, Concessionary Travel, Social Care financial assessments and appointeeships / deputyships
9. To work collaboratively with the Audit and Investigations Unit to design business processes, policies and procedures that ensure that fraudulent abuse of the Benefits, concessionary travel, local welfare assistance and social care payments is minimised at all times.
10. Develop a customer focused service responsive to clients' needs that effectively meets the needs of Brent residents , and takes account of the diverse nature of the borough's population
11. Arrange for and oversee the construction, monitoring and control of budgets for the operational expenses of the service, and in respect of payments to customers. This will include production of timely and accurate information in relation to subsidy claims, optimisation of subsidy entitlement and reconciliation of accounts.
12. Working collaboratively to ensure that partnership / service level agreements, performance indicators and working procedures are maintained and regularly reviewed in conjunction with customers, service areas, Service Providers, contractors and Partners.
13. Produce succinct and structured written communication, conveying clear messages to a range of audiences including Members, stakeholders and customers.
14. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
15. Carry out duties with due regard to the council's customer care; equal opportunities; information governance, data protection and health and safety policies and procedures.
16. Undertake any other duties commensurate with the general level of responsibility of this post.

**Job Context:**

- Wide range of internal and external contacts including directors, senior managers, elected members, professional bodies, partner organisations and government functions involving the use of a wide range of interpersonal skills.
- Partner other local authorities, public sector organisations and agencies, local businesses, the voluntary sector and other stakeholders.
- Developing partnership working with key external stakeholders across the public, private and voluntary sectors.
- Management and leadership of a high performance team.
- Lead role in the development of the council's services in this area.
- Operates within a framework set by Corporate and Departmental Management teams but with considerable freedom to shape services.
- Leads on policy and development and ensures implementation of new legislative requirements.
- Ensures high professional standards.

<b>DBS Status</b>	Basic
<b>Politically Restricted</b>	Yes

# Person Specification

## **Job Knowledge, Skills & Experience:**

*Specify the qualifications, experience, skills and abilities required.*

***All criteria are essential***

## **Knowledge and Qualifications:**

1. Evidence of significant relevant Continuing Professional Development (CPD).
2. A broad based knowledge of the Housing and Council Tax Benefit / Support systems, including an understanding of benefit subsidy grants

## **Experience:**

3. Track record of achievement at a management level in a similarly large and complex organisation including:
4. Extensive experience of managing and leading customer services
5. Delivering customer focused services and service improvements managing demands and pressures on the service and tight deadlines

## **Skills and Abilities:**

6. Strong Leadership and management skills including people, performance and budget management
7. Communication, negotiating and influencing skills
8. Working collaboratively corporately and departmentally creating a strong team spirit
9. Strong role model who demonstrates a personal commitment to high standards of public service, honesty and integrity and professionalism
10. Ability to manage contractual relationships with external providers including the procurement and service delivery
11. Ability to plan for a minimum of one year anticipating priorities, changing landscape and predicting the future service
12. Demonstrate a customer focused approach with a personal commitment to service improvement, equality, diversity and inclusion
13. Show a dynamic approach
14. Show resilience and drive to cope with the demands and pressures of the post including the ability to cope effectively at times of crisis