Job Description

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| **Job Title** | Head of Customer Experience and Delivery |
| **Grade** | EPO21 |
| **Reporting To** | Assistant Director – Digital Data and Technology |
| **JD Ref** | CSUP0201P |

Purpose

The Head of Customer Experience and Delivery will lead the delivery and transformation of all customer facing services.

This role is critical in ensuring services are designed around the needs of our communities, while improving efficiency and responsiveness. The post holder will drive digital innovation, streamline the delivery of customer services, and champion a culture of continuous improvement.

Main Duties And Responsibilities

Ensure the design, development, delivery, and management of Wirral Council’s Customer Services portfolio along with the Corporate Admin & Distribution Service is fit for purpose and adapts to meet the requirements of an evolving operating environment.

Through the demonstration of effective visual leadership, support and mentor the service’s senior management team providing scrutiny, guidance, direction, and challenge.

Strengthen and raise the profile of the service, acting as the figurehead, relationship builder and networker both internally and externally to meet and expand all opportunities.

Through strong leadership, drive forward the development, direction and continual evolution and modernisation of the service strategies to ensure all Corporate and Directorate Business Plans outcome objectives are met.

Overall responsibility for the effective management of the services operational efficiency, leading through the development of a continuous improvement culture, ensuring effective monitoring of full compliance with all corporate policies and processes.

Lead the management team to embed a culture of business risk awareness (both internally and externally) and effectively manage these through the establishment of appropriate governance and audit systems.

Responsible for ensuring the service fulfils and complies with all legal, statutory, and regulatory duties and responsibilities.

Responsible for ensuring the production of all required annual reports/business plans as required by the relevant service Assistant Director, ensuring that all key strategic business plans align with all relevant corporate requirements.

Responsible for driving through Digital Transformation in all responsible service areas and ensuring the business is cost effective, dynamic and inclusive.

Responsible for the strategic management of the Corporate Complaints Function, ensuring process compliance is reviewed adhered to and that reporting processes are in line with what the LGSCO Best Practice outlines.

Responsible for the strategic management of the Corporate Admin and Distribution function, ensuring that the service is fit for purpose and operates as is required.

Responsible for the strategic delivery of the council’s Front of House contact and triage function across a range of assigned areas including but not limited to the Emergency Response Team (Financial), Revenues & Benefits, Planning, Highways, Parks, Leisure, Environment services, Children and Adults, etc.

Lead on the delivery of the Council’s Customer Experience Strategy.

A requirement to deputise for the Director/Assistant Director and represent the Directorate at council / committee meetings, seminars, conferences, and other events: both internal and external to the Council when appropriate.

**Compliance:**

* Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

**Other:**

* Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

**Qualifications**

* Qualifications and experience relevant to the realm of expertise required for the role (minimum Degree or significant managerial experience in a similar environment)
* Evidence of Continuing Professional Development (CPD)
* *Desirable - QA Management qualification or equivalent demonstrating and evidencing an understanding of quality delivery, monitoring and review*

**Knowledge & Skills**

* Excellent understanding of best practice and continuous improvement agenda.
* Resilience in the face of strong opposition to service position and often conflicting priorities.
* Understands and can demonstrate a commitment to excellent customer service and the establishment of effective performance measures and a performance culture that has achieves significant outcomes for service users.
* Demonstrate strong analytical skills and problem-solving capabilities.
* Evidence of an ability to scan the long-term horizon and understand implications of broader trends for the service and its role within Wirral.
* An innovative and inclusive leader who motivates and generates enthusiasm in others with an ability to motivate and mentor staff, providing coaching and support.
* Ability to work to tight deadlines and effectively manage conflicting priorities.
* Excellent interpersonal communication skills, with the ability to develop long term external relationships. Flexible, creative, and innovative approach to working in a variety of contexts both formal and informal.
* Highly developed knowledge and professional experience in:
* Negotiation and collaboration with Trade Unions, contractors, developers, external agencies and other local or government authorities in the delivery and improvement of infrastructure and services.
* The management of health, safety and welfare for employees, contractual arrangements, and the public.
* The management of large, complex revenue and capital budgets.
* *Desirable – Knowledge and understanding of the Council’s policies and strategies.*
* *Desirable – Well-developed knowledge and experience in the governance and constitutional processes of the Council, including preparation and presenting reports to Cabinet and Committees.*
* *Desirable – Demonstrate strong commercial acumen including detailed involvement with Procurement practices.*

**Experience**

* Experience of producing and delivering effective presentations.
* Evidence of a commitment to delivering excellent customer service.
* Experience of successful implementation of digital improvement transformational projects.
* Considerable experience of managing a large budget, whilst operating under challenging circumstances.
* Considerable experience of working/understanding of the wide range of service areas that Customer Services will support as a front of house or triage function.
* Considerable experience in the delivery of transformational change at a senior level in a large multi-disciplinary organisation.
* Experience of understanding and applying legislation, regulations, and procedures in a complex service.
* Significant management experience, demonstrating the ability to operate at strategic level delivering outcomes within operational, customer focussed services or comparable business environment together with experience in the preparation, delivery and successful implementation of strategies and business plans.
* Experience of working effectively in a political environment, working with elected members and in cooperation with the public sector, third sector and private sector partners and stakeholders.
* *Desirable - Experience in developing, writing, and managing contracts.*
* *Desirable - Experience of stakeholder engagement and management.*

Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

Expected to work from a fixed location (subject to change).

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

* Lone working
* Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Peter Moulton, AD - Digital Data & Technology.

Date Of Approval: March 2025.