**Title of post:** Communications Team Manager (Customer Experience) – Communications & Engagement

**Grade:** Grade G

**Responsible to:** Communications Section Manager

Purpose of Post: To lead and manage the Customer Experience and Front of House teams in the Pensions Administration Communications & Engagement section. To play a key role in the successful day-to-day running of the teams, ensuring customer experience is of the highest standard and in line with expectations.

Main Duties & Key Responsibilities:

1. *To be part of the Communications & Engagement leadership team*

* Contribute to the overall leadership and management of the Pensions Administration Communications & Engagement section
* Help shape the development of the section’s short and medium term plans and contribute to the running of the service and GMPF as a whole
* Support your Section Manager in delivering the objectives set for the Communications & Engagement section and with business planning, key decision making and identifying risks
* Assist with human resource matters, recruitment, staff engagement, internal training and development plans
* Ensure the managing attendance policy, guidance and procedures are followed
* Anticipate and predict future workloads and liaise with your Section Manager in order to manage these
* Provide information for management reports and review and appraise the work of other members of the leadership team
* Be aware of best practice in your field

1. ***To be responsible for the work of your Customer Experience team***

* Lead your team and be responsible for its activities
* Ensure your team prioritises customer outcomes and focuses on delivering high standards of service
* Carry out research to ensure we understand our customers and are clear on what they want and need from us, including arranging and analysing surveys, running focus groups and organising detailed studies
* Use that research to create personas to be used in our communications that our customers can recognise and associate with
* Organise and deliver customer service training and guidance to colleagues across the pensions service to ensure our values and expectations translate into service delivery and provide a great member experience
* Be responsible for mapping customer journeys and identifying where pinch points occur or where issues may arise and instigate initiatives for generating ideas to remove or reduce these
* Ensure there are methods in place to identify those customers who need bespoke service delivery, such as children, those living outside the UK and those with disabilities or other special needs, and create specific customer journeys to meet their needs
* Arrange and deliver stakeholder events, including pension roadshows, forums, and workshops, and assist with providing general information and answering questions as required
* Ensure all delegated duties and statutory tasks are carried out effectively and in line with agreed policies and procedures
* Ensure compliance with all legal and policy requirements, such as data protection requirements, IT security polices and similar
* Be responsible for determining workload priority, in conjunction with your Section Manager, and provide instruction to your Senior Officers on workload allocation accordingly
* Monitor the work performance of all members of your team and ensure all key performance indicators and work targets are being interpreted correctly and accurate statistics are provided to your Section Manager
* Keep others informed about your team’s activities and workloads by contributing to leadership meetings, holding regular team meetings and keeping accurate and timely minutes
* Assess, control and manage all identified risks and be responsible for any audit outcomes and follow-up actions allocated to you
* Provide accurate and regular management information about the work of your team as and when required
* Contribute to any software testing and initiatives to maximize the efficiency and effectiveness of IT systems and applications affecting your team
* Deal with all complaints or disputes relating to your team in liaison with your section manager and be responsible for reviewing and monitoring all feedback received about your team’s work areas

1. ***To be responsible for your team members***

* Line-manage your team members and have overall responsibility for all staffing matters, including monitoring training and development plans, setting goals and objectives, identifying future work aspirations, monitoring absence levels, managing performance issues and advising on succession planning
* Hold team meetings and monthly one-to-one supervision meetings with all members of your team and be responsible for keeping them informed and up-to-date about all relevant matters
* Provide direction, advice and guidance to your team members and other colleagues and drive efficiencies and continual improvement initiatives
* Recognise good practice, effort and exceptional performance demonstrated by members of your team

1. ***To be responsible for your own self-development and contribute to the overall success of the service***

* Maintain your own working knowledge of the LGPS and any other relevant legislation needed to carry out your role
* Be responsible for assessing your own training needs and feeding this back to your Section Manager, and identify ways in which you might want to develop and progress in your role
* Be jointly responsible for all team training manuals and guidance notes, ensuring they are kept accurate and up to date
* Assist with ensuring your team prioritises customer outcomes and focuses on delivering high standards of service and ensure all procedures relating to customer feedback are followed
* Identify improvements to the service provided to GMPF members and liaise with your Section Manager to appraise and implement these
* Promote a culture of openness, inclusiveness, positivity, inventiveness and ingenuity

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| **PERSON SPECIFICATION REQUIREMENTS** | Essential (E) or  Desirable (D) | How it will be assessed |
| 1. **Education Standard / Qualifications** |  |  |
| Practical ability in written English and Mathematics to GCSE grade A to C or equivalent | E | Application form, Test |
| Degree, Diploma or Certificate in Management or similar discipline | D | Application form |
| Qualification in pensions, customer service or similar administrative discipline | D | Application form |
| Knowledge |  |  |
| A knowledge of the LGPS or other pension scheme(s) | D | Application form, Interview |
| An awareness of Data Protection legislation and its implications and importance for our service | E | Application form, Interview |
| Experience of: |  |  |
| Working in an office, administration or customer services environment | E | Application form, Interview |
| Manging and improving customer experience | E | Application form, Interview |
| Working effectively as part of a team and setting short and medium term objectives | E | Application form, Interview |
| Building relationships with colleagues, peers and stakeholders | E | Application form, Interview |
| Being part of a wider leadership team, either in pensions or similar discipline | D | Application form, Interview |
| Managing workloads and working to deadlines | E | Application form, Interview |
| Resolving customer complaints and applying learning from feedback | E | Application form, Test, Interview |
| Implementing new practices and procedures successfully | D | Application form, Interview |
| Producing and collating management information, data and statistics | D | Application form, Interview |
| Dealing with day-to-day staffing matters and staff development | E | Application form, Interview |
| Assisting with performance management, recruitment and attendance management issues | D | Application form, Interview |
| Skill and ability to: |  |  |
| Learn information about a large number of areas and procedures | E | Interview |
| Be friendly, patient and remain calm under pressure | E | Interview |
| Interpret complex information and respond to queries about pension regulations or legislation | E | Test, Interview |
| Write clear, concise letters and e-mails and produce informative reports | E | Test |
| Talk confidently to members on the telephone and be able to explain complex rules or processes in a clear and appropriate way | E | Application form, Interview |
| Analyse and interpret complex data and statistical information and draw conclusions | E | Test |
| Communicate well with a range of audiences including colleagues, senior managers and outside agencies | E | Application form, Test, Interview |
| Show sensitivity and objectivity when dealing with confidential issues | E | Interview |
| Supervise and mentor others, passing on leadership skills and promoting positivity | E | Interview |
| Determine your own work priorities and those of other members of your team and manage conflicting demands appropriately | E | Interview |
| Have an awareness of wider service demands and issues and recognise pressures that may be being encountered by other teams and sections | E | Interview |
| Recognise when a procedure or policy is not working as effectively as it could and determine how it could be improved | E | Interview |
| Be enthusiastic about the work of the service and the benefits it provides to its members | E | Interview |
| Demonstrate good written English, IT and computer skills | E | Application form, Test, Interview |
| Promote equalities and diversity in the workplace | E | Interview |
| Be committed to the role and to be flexible, depending on the needs of the service | E | Application form, Interview |

**For Information:**

**Category**

E = Essential requirement without which the candidate would be unable to carry out the duties of the post

D = Desirable features that would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have those qualifications, training, experience and so on