

Team Leader

Department: Customer and Local Services

Section: An Operational Hub

Reports to: Senior Manager or Team Manager

JE Ref: CLS103

Grade: CS09

JE Date: 20/04/2020

Job purpose

To provide leadership and guidance to a team to enable the team to meet its objectives and service level agreements, thereby ensuring a sound contribution to the work of the States of Jersey.

Job specific outcomes

- Provide direction, leadership and development for all employees of their team to deliver agreed SLAs and meet customer satisfaction standards.
- Responsible for managing team and individual performance, including carrying out performance reviews and agreeing development plans, in order to reach organisational objectives.
- Accountable for ensuring effective systems and processes are adhered to, and where gaps exist, take responsibility for making recommendations that establish new ways of working, thereby making it easy for customers to access services.
- Responsible for ensuring the team delivers against service level agreements to meet departmental standards and objectives.
- Implement systems and processes to support customers who may be vulnerable, challenging and/or emotional in order to support them throughout their journey including ensuring safeguarding processes are promoted and implemented.
- Analyse performance data and make recommendations to management that contribute towards the development and implementation of the department's strategy and objectives, embracing a culture of continuous improvement.
- Act as a point of escalation to support team members managing complex customer cases/claims and, by doing so, ensure claims are dealt with in line with SOJ policies, procedures and legislation.
- Accountable for risk management within the team with responsibility for completing scheduled risk reports to ensure procedural compliance regarding payments made, escalating complex issues where necessary for resolution.
- Responsible for Health, Safety, Wellbeing and Business Continuity within the team to fulfil corporate requirements and ensure legislation is complied with fully.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<ul style="list-style-type: none"> • Possess an NVQ Level 4 in management and leadership or equivalent level of experience in a management/leadership capacity. 	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<ul style="list-style-type: none"> • Knowledge of the department's services and the importance of the customer experience 	<ul style="list-style-type: none"> • Knowledge of the department's computer systems.
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<ul style="list-style-type: none"> • Ability to understand and interpret States of Jersey legislation, policies and procedures and apply them consistently and fairly for the benefit of all customers. • Ability to proficiently use Microsoft software packages. 	

<p>General Skills/Attributes</p> <p><i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<ul style="list-style-type: none"> • Able to manage, motivate and co-ordinate staff carrying out diverse duties often dealing with sensitive and contentious issues • Able to deal with many high priority issues at the same time, maintaining a calm and professional approach whilst quickly developing a strong rapport with others. • The ability to facilitate and lead regular team briefings/meetings to ensure staff are kept informed of the departments activities. • Must have the initiative to identify any department errors and minimise any negative impact on the reputation of the organisation. • Be respectful and sympathetic to customer's needs, feelings and views. Take positive action on customer feedback. • Able to engage with senior internal stakeholders clearly communicating on team performance and making evidence based recommendations on areas for service improvement. 	
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<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<ul style="list-style-type: none"> • Previous supervisory experience managing individual's performance and leading teams. • Experience of interviewing and counselling customers i.e. members of the public, and staff • Represent the critical thinking, prioritisation and planning skills required together with stakeholder engagement and risk management to support the delivery continuous improvement projects. 	
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Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.