

Role Profile

Part A - Grade & Structure Information

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| Job Family Code | 11BF | Role Title | Customer Contact Data Development Coordinator |
| Grade | SS11 | Reports to (role title) | Data Architect |
| | | Directorate | Orbis |
| JE Band | 439-518 | Service | IT & Digital |
| | | Team | Information Management Services |
| | | Date Role Profile was created | Aug-22 |

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

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| Role Purpose including key outputs | <p>The Vision is to create a single, comprehensive dataset of customer contacts across all channels, including customer contacts with outsourced and commissioned services.</p> <p>This role will provide senior managers, CMT and Members with oversight of customer interactions across different channels. Identify opportunities for channel shift to reduce cost and improve efficiency. Embed the Customer Promise into the culture of ESCC and enable staff to monitor achieving our customer service standards. Provide evidence to ensure consistency across the Council and outsourced services in delivering excellent customer service to our customers and be able to identify areas where we can improve customer experience. Enable ESCC to target customer feedback surveys to areas of highest volumes</p> |
| Work Context | Work with relevant teams (e.g. IT & D Information Management Services, IT & D Core Infrastructure, IT & D Business and Commercial Services, Customer Services Team, Digital Services, IT & D Application Development Services) to identify the systems / sources of data for contact channels. |

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| Line management responsibility if applicable | Coordinate the work of others |
| Budget responsibility if applicable | None |
| Representative Accountabilities Typical accountabilities in roles at this level in this job family | <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Review business support systems, processes and procedures to understand customer needs. • Elicit and analyse information to provide customer requirements utilising different tools. • Provide this information in a clear and concise documented format. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Monitor service objectives and standards within own area of work to ensure effective service delivery. • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Assist budget/resource management in accordance with the organisation's policies and procedures. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. • Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery. |

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| | <p>People Management</p> <ul style="list-style-type: none"> • Operate as an individual maintaining and improving operational efficiency and quality of service of own area. • May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p> |
| <p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p> | <ul style="list-style-type: none"> • GCSE pass at grade C or above (or equivalent) in Maths and English Language or equivalent experience. • Business Analysis / Business Process Reengineering qualification/ Project Mgt (Prince2) qualification desirable. • Previous experience in similar role and demonstrative knowledge of relevant technical or professional area. • Experience of working with Microsoft Office Suite, Outlook, Word and Excel. • Full knowledge of policies & procedures and legislative requirements relevant to service area. • Broad knowledge of ICT technologies and experience of using service management software. • Excellent interpersonal and customer relationship skills, with strong oral and written communications skills. <p>Good negotiation and influencing skills</p> <ul style="list-style-type: none"> • leadership skills and ability to manage and mentor colleagues. • Analytical and complex problem-solving skills, with attention to detail & accuracy, using your own initiative. • Ability to organise and prioritise own work and that of others to meet deadlines. • Ability to identify service improvements. • Experience of working in the IT industry and appreciation of ICT Service Management best practice desirable. • A commitment to personal development and training. |

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| Details of the specific qualifications and/or experience if required for the role in line with the above description | <ul style="list-style-type: none"> • Knowledge of backend database structures. • Knowledge of electronic communication methods • Use of business intelligence tools to extract information from database systems. • Experience in organising and chairing meetings • Ability to establish effective working relationships with other teams • Ability to use creative and innovative thinking. • Ability to work proactively under own initiative. • Ability to take responsibility for organising and meeting targets. • Ability to work accurately and effectively to tight deadlines. • Effective team worker. • Good negotiation and influencing skills • Excellent analytical and problem-solving skills. • Commitment and ability to integrate Equal Opportunities into daily working practices. • Commitment to continual service improvement. |
| Role Summary | <p>Roles at this level typically have significant management responsibility either for a large team or coordinating sub functions within a service, and/or will provide professional, specialist or high level technical advice, direction and input across a wide range of activities. They require a conceptual understanding of a technical, professional or specialised field, and job holders require the knowledge and experience to handle and resolve complex issues, anticipate problems and recommend solutions. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions. They will typically be required to influence/motivate others both inside and outside immediate reporting lines, including external stakeholders, and have a primary role in setting service levels. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and practice guidance.</p> |

| Reason for Benchmarking - please complete the appropriate Business Case below | | |
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| Reason | Guidance for Business Case | Business Case |
| A - Creation of a new role | Please provide context to the creation of this new role. | |

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| B - Creation of a new role as a result of a reorganisation | Provide context for the reorganisation. Please include sufficient detail to explain the extent of the reorganisation (team level, department level, etc) as well as the impact on the responsibilities associated with this profile. How has this work been carried out previously and why this is no longer appropriate or, if there are new tasks, why do they need to be undertaken? | |
| C - The profile has been reviewed to more accurately reflect the existing duties of the current role | Please explain how the responsibilities of this profile have changed and what the impact of this has been on the team/department. Please state the current grade/level of the role and why the changed responsibilities sit appropriately at the proposed level. | This is not a new role - it is an update JD and job title |
| Date new role profile has been agreed with the role holder(s) Reason C of the business case only | | |
| OM Number of the position - Reason C of the business case. State all position numbers that are affected, if there is more than one position with the same role title and grade. Please note that all position holders have to agree. | | 3 |
| Current grade of the position - Reason C of the business case | | SS10 |
| Manager's OM Number this role reports to - Reasons A,B, C above | | |

Requesting manager's details

| Manager's name | Manager's role title | Date request submitted to HR |
|----------------|-------------------------|------------------------------|
| Natasha Allen | Senior Business Analyst | 27/07/2021 |

Approval Section

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| Requesting manager to confirm: 1. Head of Service approval for the creation/amendment of the role 2. Senior Manager confirmation of the available budget Please note that it is your responsibility to obtain the appropriate authorisations before the job profile is submitted for job evaluation. | | |
| Position | Name | Date of approval |
| Head of Service | | |
| Senior Manager | | |

To be completed and approved by an HR Advisor**HR Advisor to confirm** that the role is at a correct level within the particular Job Family

| Position | Name | Date confirmed benchmarking to JE Coordinator |
|-----------------|----------------|--|
| | Hannah Grevatt | 29/07/2021 |

To be completed by JE Coordinator

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| Reference Number | 12375 |
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