

# Job Description

## Customer Support & Enforcement Manager

**RESPONSIBLE TO:** Head of Customer Experience

**RESPONSIBLE FOR:** a team of 8

**JOB PURPOSE:** To lead the team supporting customers with additional needs and protect communities from Anti-Social Behaviour ensuring cases are dealt with effectively using internal and external resources

### **'WHAT' you'll do!**

- Lead and develop the teams. Provide support in judgement and analysis to drive consistency using enforcement and support appropriately
- Define the approach to external partners including the use of 3rd party escalation and legal services
- Create a framework for identifying the scale and complexity of cases and the progress made in resolving the cases
- Develop a predictive approach of early warning of complex cases and work with allocations to provide insight into key themes maximizing use of internal teams such as Talking Therapies where appropriate.
- Manage the enforcement and support of high level cases with internal and external key partners
- Manage the working relationships with multiple agencies (local authority, Police and fire) and legal teams

### **'HOW' – you'll do it!**

- Transparent with everyone, always being open, honest and clear, with ourselves and others ensuring feedback is given in a timely fashion and we commute effectively across the Trust.
- Restless in your approach to finding better ways we're better tomorrow by challenging what we are doing today. Always looking at best practice to ensure we are forward thinking and innovative
- Upfront and honest. We are bold, confident and direct. We say it as it is. However, we will not be shouty or rude but constructive and clear with people, so they know WHAT we expect from them and HOW they deliver it.
- Skilled - We invest in our people and attract talent so the Trust thrives. We invest in staff to deliver our high performing culture
- Together – championing a “one team” ethos. We support and talk to each other across teams to help improve lives. We work on delivering more through project teams – rather than the functional/hierarchical teams

*No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document*

# Person Specification

	ASSESSMENT	
<b>Behaviour – HOW</b>		
Transparent with your teams and peers	E	
Restless in your approach to finding better ways	E	
Upfront and honest	E	
Skilled - continually improving	E	
Together – championing a “one team” ethos	E	
<b>Qualifications</b>		
Degree level qualification.	D	I/C
Professional or management qualification.	D	I/C
<b>Skills/Abilities/Competence WHAT</b>		
Building capability and capacity in a changing environment	E	
Guiding strategic action through others to deliver results	E	
Strong and decisive leadership that is resilient, confident and resourceful	E	
Problem solving & making sound decisions whilst using good judgment	E	
Having COURAGE <i>to use (good) judgement</i> , take calculated risks, stand up for what you believe is right and do the right thing by the business.	E	
Managing a range of diverse Customer facing services	E	I/A
Engagement: a knack for using emotion and logic to communicate a persuasive vision and connect with people	E	
Effective budget Management	E	I
Effectively managing Customer expectations	E	I/A
Stakeholder Management	E	I/A
Health & Safety awareness	D	I/A
Insightful, spotting connections between the people and ideas to create a vision wider than area of responsibility.	E	I

## METHOD OF ASSESSMENT

- A**      **Application form**
- I**      **Interview**
- S**      **Skills Test**
- C**      **Production of Certificates**