



MAIN PURPOSE

The main purpose of this role is to make sure there is brilliant and inclusive customer service provided to people that interface with PSS and the smooth running of our front of house and visitor areas at head office. This includes providing positive and empowering management support to staff and volunteers and sharing best practice in these areas with our regional offices.

The post holder/s will need to lead by example in demonstrating our commitment to the PSS values in how they lead, manage and engage with people to provide a brilliant customer service experience.

SCOPE OF JOB AND FOCUS OF ROLE

- Service Delivery – 70%
- Finance and Resources – 10%
- People Management – 20%

TERMS & CONDITIONS

Contract Type

This is a permanent contract.

Salary

£24,820 per annum pro rata. This salary is equivalent to PSS Fixed point 29.

Hours

20 hours per week, worked of a Wednesday (5 hours), Thursday (7.5) and Friday (7.5).

Location

PSS, Eleanor Rathbone House, 24 Derby Road, Liverpool, L5 9PR.

Annual Leave

25 days per year pro rata. In addition to eight paid statutory bank holidays (bank holidays are pro rata for part-time staff).

Pensions

PSS operates an Occupational Pension Scheme with The People's Pension.

Conditions of Service

Offers of employment are made subject to the following conditions:

- a) Completion of medical questionnaire
- b) Receipt of two satisfactory references, including one reference from a current or most recent employer.
- c) Authorisation to work in the UK. Under the Immigration, Asylum & Nationality Act 2006 successful candidates will be required to produce documentation which demonstrates their authorisation to work in the UK. Documents may include; Passport; full birth certificate; UK work permit; Home Office letter.

KEY RESPONSIBILITIES

Management

- Managing the effective day to day running of the PSS head office front of house, including management support and supervision of volunteers, students, customer service assistants and advisors.
- Development and delivery of good practice customer service guidance and use of systems.
- Making sure feedback is received and responded to in line with the PSS 'Tell Us' policy and procedures and that feedback is used to improve the delivery of support and services.

Service Delivery

- Provide a consistent and excellent 'first impression' of the organisation to those who visit PSS head office and those who make enquiries online or over the phone.
- As and when required complete administrative office duties to support the effective and efficient running of the directorates.
- Monitor voicemails and email accounts and respond in a time-effective and high-quality manner.
- Remain aware of what's happening across the organisation to make sure support can be provided to those visiting and calling the office.
- Maintain a commitment to health and safety including developing and inputting to relevant risk assessments and fire marshal duties for PSS head office including responding to alarms and fire roll calls.
- Develop a good understanding of the aims and objectives of the organisation, regions and central directorates.
- Develop awareness of what each of our services do so potential customers can be directed to support that may help them.
- Develop positive, professional working relationships with wider PSS teams.
- Champion excellent customer service across the PSS teams and share learning and guidelines where relevant with regional offices.
- Champion sustainability in the workplace and demonstrate care and consideration for how our actions can impact positively or negatively on our planet.

Finance and Resources

- Make sure the effective use of resources across the team whilst maintaining a focus on value for money.
- Recommend and implement changes to improve service, efficiency, and increase the level of support the team offers.

ADDITIONAL DUTIES

1. To actively participate in developing directorate, team and individual objectives and plans, attend staff performance management and learning and development reviews.
2. The post holder is expected to be flexible in the performance of duties and to undertake any other duties identified as appropriate to the post.
3. All jobs are subject to change from time to time and this job description will be reviewed regularly.

JOB DESCRIPTION

This job description is a guide to the work you will be required to undertake and represents a range of responsibilities commensurate with the grade for the post. It does not form part of your contract of employment.

Person Specification

Job Title: Customer service team leader

Requirement	Essential	Assess from:
	E= Essential D = Desirable	A = application I = interview R = references E = exercise/practical C = Copy of certificates
Attitude		
Commitment to, and demonstration of organisational behaviours and values	E	I
Be able to work independently or collaboratively as part of a team	E	A,I
Excellent team worker that can both support and supervise other using a flexible approach with the belief that nothing is too much trouble	E	I
A passion for customer service, with commitment to equity, diversity and inclusion	E	A,I
Strives for continuous improvement and development of self, professional knowledge and service delivery	E	I
Qualifications		
Qualifications or working towards qualifications linked to areas such as administration, customer service and/or IT	D	A,I,E,C
Knowledge		
A good knowledge and ability to use Microsoft Office Applications e.g. Outlook, Excel, Word, Teams, Sharepoint and PowerPoint)	E	A,I,E
Knowledge of office administration and data protection/data management including manual and system record maintenance eg post management, client management systems and sign in and out systems	E	A,I
Knowledge of health and safety requirements in the workplace	D	A,I
Knowledge of ways to measure and improve customer service and customer satisfaction	D	A,I
Skills		
Demonstrates excellent oral and written communication skills, including a professional telephone manner	E	A,I,E
Attention to detail when recording information and accurate record maintenance	E	A,I,E
Ability to collate and perform basic analysis of data, producing accurate reports and communicating these	E	A,I,E
Demonstrates the ability to prioritise tasks and meet deadlines	E	A,I,E
Able to communicate and work inclusively with colleagues and people with various support needs	E	A,I