Job Profile EMP240
Job Title: Deputy Director Contact Centre Services
Benchmark Profile (Name and number) :
Is this replacing a current profile, if so please provide job profile number : EMP135
Role Type (choose one from list by highlighting in red): Operational Support/Admin Operational/Field Technical/Admin Managing Others Operational Policy/Technical Specialist/Advisory Executive Manager
Line Manager Role profile number : EMP215
Title of Line Manager's role : Director of Corporate and National Services
Job Purpose (2-4 sentences providing an overview of the role's purpose and contribution to the organisation): Lead, develop and implement the customer service strategy for the Environment Agency and provision of Contact Centre services*, providing a business critical 24 hour customer service response for incident management and solving a range of queries at the point of need, ensuring continued implementation of consistent and integrated improvements in processes, creating efficiencies and saving the business time, effort and money. Lead and shape customer service in Operations across a range of teams and delivery needs, providing direction through a complex mix of Defra Group cultures and external stakeholder change, towards new, integrated organisational design, to provide flexible, adaptable and joined up service delivery. Lead on shaping business focus and direction for customer service priorities, by understanding the needs of customers and championing the customer on EA and Defra working groups and programme boards, to ensure the changing needs of customers is reflected in wider service delivery and continues to adapt to, protect and enhance organisational reputation for the EA, and where appropriate other parts of DEFRA. (* This incorporates the National Customer Contact Centre, the Incident Communication Service plus services for DEFRA Group).

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Describe any job specifics within this area (detailing the key outcomes the role delivers):

Integrate at a strategic level activities to deliver excellent customer service for EA and the wider DEFRA group. Activities include:

1. Lead and direct the provision of resilient 24x7 Critical Business activities, including the Environment Agency Incident Hot line, EA Lone worker alarms, the Defra Duty Room.
2. Lead and direct front line high reputation critical business activities – General enquiry line, e-mail service, Complaints and Social media.
3. Provide leadership to the Environment Agency by setting a high benchmark for excellence in customer service and providing advice and coaching on customer service to the organisation.
4. Lead, develop and embed a culture of effective change management to adapt to, optimise and support the changing needs of customers.
5. Deputising for the director of Corporate and National Services, Exec Manager 2.

Describe the challenges for this role:

Continually predicting and responding to customer demand and adjusting the resources required to meet levels of service across the range of EA and where appropriate DEFRA group services.

Provide resilience and flexibility of resource to respond to unexpected events, including unplanned business critical work.

Manage the EA and DEFRA public reputation as the first point of contact for hundreds of thousands of customers every year.

Describe the sort of interaction (s) this role has with others:

Internally:
Quarterly with Area Directors discussing and agreeing actions against organisation priorities, National Services Executive Managers monthly over the phone and bi monthly face to face discussing and agreeing actions against priorities. Strategy Staff team monthly shaping the organisations approach to customer service. Weekly Executive Manager colleague interaction, providing advice and mutual sharing and learning.

Externally: Industry Forums, External organisation Customer Leads, Cross Government Customer Leads – sharing best practice in customer service. Senior Defra leads 6 monthly to discuss service provision and potential enhancements. External technology suppliers 6 monthly to keep abreast of new technology.

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Accountabilities :
(chose from table here: http://ams.ea.gov/ams_root/2014/751_800/767_14.doc)

1. Lead, plan and monitor the strategic direction of the function in order to support the delivery of business plans.

2. Lead, develop and embed a culture of effective change management, to adapt to, optimise and support the changing needs of customers.

3. Originate, champion and lead on initiatives for change to deliver efficient systems and support & improve business delivery.

4. Identify and manage operational risk to the delivery of the business plan to enable the Environment Agency to operate in a safe, innovative and efficient manner.

5. Lead, develop and motivate operational teams to deliver results on time, to required quality standards and cost, to fulfil the business plan and achieve environmental outcomes.

6. Plan, monitor, control and realign resources to maximise their efficient and effective use and ensure objectives are completed to required standards.

Does this role have any internal/external stakeholders or customers? Yes/No
Please provide a short list to show which stakeholders the role interacts with the most

Top 3 Capabilities to be considered:
Use links to Capability Dictionary on the Learning and Development Easinet pages
http://intranet.ea.gov/peoplematters/development/4332.aspx

Leads people

Delivers results through others

Manages change

Educational Requirements :

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Direct Budget Responsibility of role holder (Yes/No, and quantity in £:
Yes £8m

Indirect Budget Responsibility (the £ amount the role holder shares with others or has an indirect responsibility for – e.g. project spend) :

If budget is shared, who is it shared with (please state who it shares responsibility with) ?
Joint responsibility with E&B colleagues of income streams e.g. Carrier and Broker £5m pa

Control of Budgets – do you monitor other budgets/spend budget/raise revenue (Yes/No, an whose):

How many staff does this role directly supervise (e.g. line manage)?
2
How many staff does this role actually have responsibility for?
c220

Experience Requirements :

Leading at senior seasoned professional level across complex organisations, integrating a wide range of sub functions and teams to provide integrated and aligned strategies and service.

Experience at senior management level of establishing and developing external partnerships which shape, support and respond to organisational priorities.

Delivering a range of complex customer service focused outcomes through a variety of teams to a consistent standard and experience of working through ambiguity and change to continually adapt.

Successful demonstration of leading and managing significant budgets, people and resources in other roles.

Experience or significant understanding of running a 24/7 service and the associated business critical risks and people challenges.

Successful shaping and delivery of a Customer Strategy

Essential Additional Information (anything relevant not already covered above) :

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