



JOB DESCRIPTION



Supporting a thriving parliamentary democracy

Job title:	Customer Service Director
Campaign Type:	Concurrent
Payband:	SCS1
Pay range:	£69,000 - £93,380 per annum (<i>Appointment will normally be made at the minimum of the pay range but higher pay may be offered for an exceptional candidate</i>)
Team:	Governance Office
Section:	Customer Team
Reports to:	Director General of the House of Commons
Number of posts:	1
Hours:	Full-time
Contract type/ duration:	Fixed term for 12 months, with the possibility of extension or permanency
Issue date:	7 December 2018
Closing date:	13 January 2019 at 23:55

The House of Commons

The House of Commons and the iconic Palace of Westminster are key elements of the UK Parliaments. Around 2,500 staff work behind the scenes at the House of Commons, supporting the democratic process in many different ways. We are politically impartial and take great pride in the vision and values which guide our work.

It takes a huge range of skills and experience to keep the House of Commons running, and we all contribute to supporting a thriving parliamentary democracy.

Team information

The Customer Team support the delivery of the House service Strategy. Its key priority is to make it easier for our customers to talk to us - listening to them and seeking their feedback proactively.

The team's objectives include:

- To continue to move to an organisation that feels very different to the customer, regarding ease of doing business with us, and where customer satisfaction is a key driver;
- To ensure that customer feedback is collected, acted on and fed back to staff and customers in the round including the Commons Executive Board as BAU using the complements, complaints and comments (CCC) system and other satisfaction measures;
- To drive service improvement, using this customer data
- To benchmark against other service organisations using industry standard approaches (e.g. the KPMG six pillars framework)
- To work with PDS on their digital forms and CRM platform work

Job introduction

The purpose of this role is to lead the Customer Team, and the schemes that team is responsible for. These include:

- Star, the staff recognition scheme,
- customer journeys, which include multidisciplinary teams
- our compliments complaints and comments (CCC) process, and other customer satisfaction measures, including customer service training, and
- constituency roadshows

The role will also include influencing and embedding putting the customer at the centre of all we do, all teams in the House of Commons and including bicameral teams as necessary.

Key stakeholder relationships

- DG House of Commons
- Evaluation and Insight team
- CI team
- Business and Performance Manager, Corporate Services
- Front line service teams, e.g. I-HS, Library, switchboard
- Customer and stakeholder groups including Members, their staff, House staff, the Lords
- MDs of each team in the Commons and CEB
- Trades Union side
- HR directors and internal comms team
- PDS
- Senior Leaders including the Strategy Delivery Group and any necessary Boards
- Member Committees as required, mainly Administration Committee (Commons)
- Benchmarking – other private and public-sector organisations
- Customer groups including the public and stakeholder organisation

Management responsibility

The customer team of five staff but influencing across all Teams and via MDs. Also sponsoring and invigorating the customer journey teams through ensuring they always have active sponsors who are well supported.

Location

This post will be located on the Parliamentary Estate, Westminster, London.

Security

Successful candidates will be required to complete pre-employment checks. This includes security vetting to Counter Terrorist Check (CTC) level unless otherwise specified. All successful candidates are required to pass these checks before an offer can be confirmed.

Applicants should be aware that if they have resided outside of the UK for a total of more than two of the last five years they are not usually eligible for vetting (but we assess each case individually).

Hours

Consideration will be given to candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work, alternatively you can inform the recruitment team at any stage of the process.

SCS Positions

Net conditioned full-time working hours for staff of the House in the Senior Commons Structure are 36 per week plus such additional hours as the service of the House may require. This excludes daily meal breaks of one hour. Exact times of attendance each day are to be agreed with line management.

For further information:

Candidates should refer to the House of Commons careers website

<https://www.parliament.uk/about/working/jobs/> or contact Recruitment@parliament.uk or 020 7219 6011.

Application and selection process

We will conduct a sift based on the criteria set out in the skills and experience section and successful candidates will be invited to attend a competency based interview.

Key responsibilities

- Support the customer journey teams and their sponsors to deliver cross-team improvements for customers;
- Provide regular updates to CEB from customer feedback collected from all parts of the organisation, ensuring it is considered, analysed, and acted upon, with satisfaction outcome trend measures being fed to CEB in a dashboard format and all feedback loops closed to staff and customers;
- Continue the rollout of the Comments, Compliments and Complaints (CCC) system across teams together with the customer service training (already procured) and the use of the feedback consoles around the Estate;
- Work with the Communications team to review communications and access routes, exploring the potential for channel shift by ensuring that appropriate communication channels to meet customer demand and expectations are in place;
- Continue to lead on dissolution guidance and for the team to play a key part on general election arrangements, such as the buddy scheme;
- Work with the Digital service on their work on digital forms and a customer relationship management platform to ensure this is customer focused and meets our customer strategy;
- Ensure the new Customer service center in PCH delivers joined up services for customers and is developed in response to customer feedback;
- Oversee and continue to develop policy on the constituency roadshows, continuing to provide events for Members' staff to learn about House services and to network;
- Maintain and enlarge a network of customer champions and advocates. Work with the Evaluation and Insight team to design outcome evaluation methods to track longer term outcomes for the House strategy;
- Continue to embed the Star scheme;
- Ensure we benchmark against external organisations, so we can measure our service levels compared to leading organisations

Qualifications:

There are no mandatory qualifications for this role.

SKILLS AND EXPERIENCE	APPLICATION FORM	TEST/ EXERCISE	INTERVIEW
Criteria 1 Proven track record of successfully planning and delivering improvement in services or customer outcomes.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Criteria 2 Evidence of making timely, well-judged decisions, taking into account business context, corporate priorities and constraints. Proven ability to react appropriately to changing management priorities and balance conflicting priorities.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Criteria 3 Demonstrable skills to influence and negotiate effectively, recognise and handle issues with sensitivity, manage ambiguity and balance differing interests with tact and diplomacy.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Criteria 4 Demonstrable experience seeking customer feedback, and of feedback tools and customer service techniques including seeking customer views. This to very explicitly include demonstrable knowledge of externally-led customer focused business approaches in third parties, their design and metrics used.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Criteria 5 Excellent interpersonal skills, with a high profile and good network of contacts and with the experience of influencing at senior management and board level.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Criteria 6 Excellent oral and written communication skills, with the ability to command respect and convey complex information in a straightforward way.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Criteria 7 Recognised leadership skills and a successful leadership style inspiring trust and commitment in staff. <ul style="list-style-type: none"> Actively promoting diversity and an inclusive working environment. A high level of trust and empathy that will enable this person to get all teams on side and working to the common strategic goal. Unafraid to drive towards focused decision timelines and outcomes and willing to take risk-based decisions to succeed or to 'fast fail' on ideas. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>