



HOUSE OF COMMONS

JOB DESCRIPTION



Supporting a thriving parliamentary democracy

Job title:	Customer Relationship Manager (mobile teams and third party contractors)
Campaign Type:	Internal
Payband:	B2
Pay range:	£30,452 - £36,532 (<i>Appointment will normally be made at the minimum of the pay range</i>)
Team:	In House Services
Section:	Service Delivery
Reports to:	Head of Customer Relationship Management
Number of posts:	1
Hours:	36
Contract type/ duration:	1 year fixed term (maternity cover) with the possibility of extension.
Issue date:	15 October 2018
Closing date:	31 October 2018 at 23.55

The House of Commons

The House of Commons and the iconic Palace of Westminster are key elements of the UK's "Mother of all 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 Service Delivery Team brings together service delivery functions into one team. The vision is to create a more integrated service with a one-stop-shop approach. The team manages accommodation and moves for Members and staff of The House of Commons, bringing together customer relationship management (including accessibility and inclusion) portage and storage. It deals with access matters across the House of Commons for both pass-holders and visitors, including planning and organizing filming and photography requests, large scale events, vehicle entry, House of Commons Gallery access and assisting with queue management and mass lobbies. The Fire Team is responsible for fire safety and emergency evacuation, providing operational cover for the Palace of Westminster and the Parliamentary Estate 24 hours a day, 7 days a week, 365 days a year. Their duties include patrolling the premises, inspecting fire-fighting equipment and responding to all reports of fire.

Job introduction

The Customer Relationship Manager provides support to the accommodation client leads in the decision making process regarding third parties and contractors of the Parliamentary Estate (excluding HoL accommodation). They communicate news and information on issues that will affect staff of the House in how they occupy the estate including accessibility and inclusion by the appropriate channels for the audiences involved.

They support the Customer Relationship Manager (staff lead) with staff moves across the estate and the Head of Customer Relationship Management with ensuring that appropriate management information about Members, Members staff and staff of the House occupying space on the House of Commons estate is available.

Key stakeholder relationships

3rd party Accommodation Client Leads and teams within the staff

Service Delivery team

Parliamentary Maintenance and Strategic Estates Programme and project teams

IWMS project team

Management responsibility

None

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.

Net conditioned full-time working hours for staff of the House are usually 36 per week. This excludes daily meal breaks of one hour. The exact daily times of attendance will be agreed with line management.

For further information:

Candidates should refer to the House of Commons careers website www.careers-houseofcommons.org 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 test and interview.

Key responsibilities

- On behalf of the Director of Service Delivery, manage the House of Commons mobile teams (those who are non-desk based) and 3rd parties staff accommodation ensuring that requirements are met and the accommodation is utilised effectively. Awareness of likely future developments, liaising with others across the House to meet changing demands.
- Identify minor works projects where appropriate and draft business cases for approval when necessary.
- To be a proactive member of the customer relationship team ensuring that appropriate management information about Members and staff of the House occupying space on the House of Commons estate is available. This will be achieved through familiarisation and use of our IWMS (Integrated Workplace Management Solution) programme and becoming a champion of this.
- Work closely with colleagues working across strategic programmes to ensure the coordination of survey work that will be taking place, writing informative desk drop notices to distribute to the relevant Member or staff offices ensuring they have all the relevant information and plenty of notice of any disruption.
- Supporting the Head of Customer Relationship Management and the Customer Relationship Manager with Member and staff moves as required.

Qualifications:

There are no mandatory qualifications for this role.

SKILLS AND EXPERIENCE Please list the skills and experience required to carry out the duties of this post	APPLICATION FORM	TEST/ EXERCISE	INTERVIEW
CRITERIA 1 Communication <ul style="list-style-type: none"> Excellent interpersonal skills including the ability to communicate clearly both orally and in writing, and the ability to persuade and influence at all levels. Ability to communicate complex or technical information in a straightforward way making it easy to understand. 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CRITERIA 2 Planning and organising <ul style="list-style-type: none"> Demonstrates excellent planning and organisational skills (including adapting to changing priorities), together with a 'can-do' attitude – working well under pressure to meeting tight deadlines. 	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CRITERIA 4 Managing stakeholders <ul style="list-style-type: none"> Exercises judgement when faced with multiple and sometimes conflicting priorities of stakeholders. Provides accurate and authoritative information, advice and guidance to build positive relationships with stakeholders at every level in the organisation. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CRITERIA 4 Parliamentary context <ul style="list-style-type: none"> Understanding of how Parliament works and can demonstrate political sensitivity, being able to deal with Members and other senior stakeholders diplomatically and persuasively. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
DESIRABLE <ul style="list-style-type: none"> Experience of using <i>Planon</i> (or another Integrated Workspace Management System or online database). 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>