

**JOB DESCRIPTION AND PERSON SPECIFICATION
– CUSTOMER SERVICES SECTION MANAGER**

Title of post:	Customer Services Section Manager – Communications & Engagement
Grade:	Grade I
Responsible to:	Pensions Strategic Lead for Communications & Engagement
Purpose of Post:	To be part of the Pensions Administration Communications & Engagement section, and have direct responsibility for one or more teams. To play a key role in ensuring the successful day-to-day running of your section and ensure customer service and communication activities are carried out on time and in line with expectations.

Main Duties & Key Responsibilities:

1. To be part of the Communications & Engagement leadership team

- To play a key role in the leadership and management of the Pensions Administration Communications & Engagement section
- Help shape the development of the section's short, medium and long term plans and contribute to the running of the service and GMPF as a whole
- Support the strategic leadership team with business planning, key decision making and risk management
- Assist with human resource matters, recruitment, staff engagement, internal training and development plans
- Ensure the managing attendance policy, guidance and procedures are followed
- Anticipate and predict future business needs and help form strategies in order to manage them
- Provide information for management reports and review and appraise the work of other members of your section
- Lead on allocated projects or new initiatives, drawing up scope and milestone project documentation and setting objectives for members of your project team
- Contribute to wider council initiatives when required
- Attend national or local steering groups and committees as appropriate and look to influence developments wherever possible
- Be aware of best practice in your field
-

**JOB DESCRIPTION AND PERSON SPECIFICATION
– CUSTOMER SERVICES SECTION MANAGER**

2. To be responsible for the Customer Service team

- To have overall responsibility for the team in your section and their functions, including setting their objectives, goals and future work aspirations
- Line-manage your section's Team Manager and be responsible for all staffing matters, including monitoring training and development plans, monitoring absence levels, advising on performance issues and succession planning
- Play a key role in your section's leadership team meetings, by chairing those meetings where necessary, carrying out proper preparation for them, ensuring all parties are able to fully contribute and that the meetings are documented using minutes or notes
- Ensure that the activities of your section are communicated to your senior managers and to other managers or teams particularly where those activities affect other areas or working practices
- Provide direction, advice and guidance to your Team Manager and other colleagues and drive efficiencies and continual improvement initiatives
- Ensure staff engagement and performance monitoring being carried out within your section is being done so regularly and effectively
- Ensure all delegated duties and statutory tasks are carried out effectively and in line with agreed policies and procedures
- Ensure compliance with all legal and policy requirements, such as data protection requirements, IT security policies and similar, and be responsible for the development and review of any section specific policies and statements
- Monitor the work performance of the team in your section and ensure all key performance indicators and work targets remain relevant, achievable and in line with any statutory requirements
- Assess, control and manage all identified risks and be responsible for the audit outcomes and follow-up actions linked to any audits affecting your section
- Provide accurate and regular management information about the work of your section as and when required
- Contribute to the delivery of all projects being carried out within your section and be responsible for ensuring clear, complete and accurate project management documentation is produced and kept up to date
- Drive initiatives to maximize the efficiency and effectiveness of IT systems and software applications
- Identify barriers to change and find ways to remove them

**JOB DESCRIPTION AND PERSON SPECIFICATION
– CUSTOMER SERVICES SECTION MANAGER**

3. To be responsible for your own areas of Customer Services

- To support the Strategic Lead in delivering the objectives set for the Customer Services section
- Be responsible for reviewing regulatory and legislative developments and for considering their impact on your team
- Be responsible for organising and delivering pension roadshows, forums and workshops and for delivering presentations about the LGPS and its benefits
- Take a leading role in delivering the objectives set out in GMPF's Communications & Engagement Strategy and be responsible for maintaining the Communications Policy document in conjunction with your Strategic Lead.
- Deal with all complaints or issues relating to your section and be responsible for reviewing and monitoring all feedback received
- Support your Strategic Lead in liaising with partners and third party suppliers, ensuring working relationships are effective
- Represent your service area at regional user groups, conferences and similar events, contributing to discussions and providing feedback to relevant sections and managers

4. To be responsible for your own self-development and contribute to the overall success of the service

- Maintain your own working knowledge of the LGPS and any other relevant legislation needed to carry out your role
- Be responsible for assessing your own training needs and feeding this back to your Strategic Lead, and identify ways in which you might want to develop and progress in your role
- Ensure your section prioritises customer outcomes and focuses on delivering high standards of service
- Identify improvements to the service provided to GMPF members and liaise with your Strategic Lead to appraise and implement these
- Promote a culture of openness, inclusiveness, positivity, inventiveness and ingenuity

**JOB DESCRIPTION AND PERSON SPECIFICATION
– CUSTOMER SERVICES SECTION MANAGER**

PERSON SPECIFICATION REQUIREMENTS	Essential (E) or Desirable (D)	How it will be assessed
1. Education Standard / Qualifications		
Practical ability in written English and Mathematics to GCSE grade A to C or equivalent	E	Application form, Test
Degree, Diploma or Certificate in Management or similar discipline	D	Application form
Qualification in pensions, customer service, communications or similar administrative discipline	D	Application form
2. Knowledge		
A knowledge of the LGPS or other pension scheme(s)	E	Application form, Interview
An awareness of Data Protection legislation and its implications and importance for our service	E	Application form, Interview
3. Experience of:		
Working in a customer services related role	D	Application form, Interview
Working effectively as part of a management team and section-wide objectives	E	Application form, Interview
Managing other managers or supervisors, or leading large teams	E	Application form, Interview
Building relationships with colleagues, peers and stakeholders	E	Application form, Interview
Managing workloads and working to deadlines	E	Application form, Interview
Resolving customer complaints and applying learning from feedback	E	Application form, Interview
Leading change and implementing new practices and procedures successfully	E	Application form, Test, Interview
Producing, collating and presenting management information, data and statistics	E	Application form, Test, Interview
Dealing with day-to-day staffing matters and staff development	E	Application form, Interview
Dealing with performance management, recruitment and attendance management issues	D	Application form, Interview

**JOB DESCRIPTION AND PERSON SPECIFICATION
– CUSTOMER SERVICES SECTION MANAGER**

4. Skill and ability to:		
Identify customer needs and be able to make changes in order to meet those needs	E	Interview
Put together and deliver presentations about the LGPS and its benefits	E	Interview
Interpret complex information and respond to queries about pension regulations or legislation	E	Test, Interview
Write clear, concise letters and e-mails and produce informative reports	E	Test
Talk confidently to members face to face and on the telephone and be able to explain complex rules or processes in a clear and appropriate way	E	Application form, Interview
Analyse and interpret complex data and statistical information and draw conclusions	E	Test
Communicate well with a range of audiences including colleagues, senior managers and outside agencies	E	Application form, Test, Interview
Show sensitivity and objectivity when dealing with confidential issues	E	Interview
Lead, support and mentor others, passing on leadership skills and promoting positivity	E	Interview
Determine your own work priorities and those of other members of your section and manage conflicting demands appropriately	E	Interview
Have an awareness of wider service demands and issues and recognise pressures that may be being encountered by other teams, managers and sections	E	Interview
Recognise when a procedure or policy is not working as effectively as it could and determine how it could be improved	E	Interview
Be enthusiastic about the work of the service and the benefits it provides to its members	E	Interview
Demonstrate good written English, IT and computer skills	E	Application form, Test, Interview
Promote equalities and diversity in the workplace	E	Interview
Be committed to the role and to be flexible, depending on the needs of the service	E	Application form, Interview

**JOB DESCRIPTION AND PERSON SPECIFICATION
– CUSTOMER SERVICES SECTION MANAGER**

For Information:

Category

E = Essential requirement without which the candidate would be unable to carry out the duties of the post

D = Desirable features that would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have those qualifications, training, experience and so on