

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>10BF</b>	<b>Role Title</b>	<b>Contact Centre Adults Team Manager</b>
<b>Grade</b>	PS10	<b>Reports to (role title)</b>	<b>Contact Centre Service Manager</b>
		<b>Directorate/School</b>	<b>Customer &amp; Communities</b>
<b>JE Band</b>	371-438	<b>Service/Department</b>	<b>Customer Services</b>
		<b>Date Role Profile was created</b>	<b>Mar-26</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>Providing high quality management and oversight of the Adult Social Care Contact Centre Team (known as the ASC Information and Advice Service)</p> <p>Support the Contact Centre Service Manager to drive high performance and excellence within the ASC I&amp;A Team, acting as the Front Door to Adult Social Care. Enabling the delivery of a safe and efficient service within statutory timescales.</p>
<b>Work Context</b>	<p>Based in the Dakota building, Customer Services is a dynamic customer focussed environment, promoting a culture of continuous improvement and customer focussed solutions. This role involves working closely with colleagues in AWHP to deliver a collaborative service to Adults who require care and support, Safeguarding or referrals to community based services, which recognises and respects their diverse experiences and backgrounds and ensures that they receive timely support that meets their needs. The role of the Contact Centre Adults Team Manager is central to this goal and involves having oversight and operational responsibility for the team. The Team Manager will directly line manage the Supervisors and Senior Advisory Officers within the team, who are responsible for managing the front line team to deliver a high quality service. They will complete workforce planning, lead recruitment activities, collect and analyse data and provide support and expertise on projects that enable continuous improvement. They are responsible for ensuring the triage and processing of all new Referrals and Safeguarding Concerns from Members of Public and professionals are managed according to statutory and service KPI timescales, adhering to the Care Act and providing high quality signposting to residents. The CC Adults Team Manager is responsible driving forward efficiencies through use of automation and technology, and for the effective oversight of Supervisors and Senior Officer's performance under Surrey's People Policies. They will ensure front line team members are managed effectively through coaching, training and under formal management processes accordingly.</p> <p>The post holder will report to the Contact Centre Service Manager and will work collaboratively; liaising with Adult Social Care colleagues, partner agencies and other customer services teams on operational matters and provide support on improvement projects. They will need to exercise discretion, demonstrate a high level of resilience and work with minimal supervision in order to manage the team and enable a positive and person-centred resident experience.</p>
<b>Line management responsibility</b> if applicable	Line Management Responsibilities for up to 3 ASC Supervisors and 2 Senior Advisory Officers
<b>Budget responsibility</b> if applicable	Although no direct budget responsibility the post holder will support the Contact Centre Service Manager in maintaining a high quality, cost effective service within established Contact Centre budget
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making.</li> <li>Analyse and make recommendations for improvement or development of existing systems, processes or policy.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance.</li> <li>Provide specialist/professional advice and recommendations within defined policy/strategy and procedures to support informed decision making.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>Plan workloads and secure resources to enable the team/s to achieve a quality service.</li> <li>Lead projects and reviews within a defined area of work as directed by manager to support and enhance service delivery.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>May assist with budget/resource/funding management in accordance with the organisation's policies and procedures.</li> <li>May have delegated responsibility for a budget(s).</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.</li> </ul>

	<p>People Management</p> <ul style="list-style-type: none"> <li>• May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function.</li> <li>• Monitor and support the performance management and development of team members to ensure that individual contributions are maximised.</li> </ul> <p>And/Or</p> <ul style="list-style-type: none"> <li>• Operate as an individual responsible for the delivery of a high level and complex service.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To be responsible for ensuring health &amp; safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles.</li> <li>• Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines.</li> <li>• Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles).</li> <li>• Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management.</li> <li>• Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals.</li> <li>• Ability to understand, meet and exceed customer expectations.</li> <li>• Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions.</li> <li>• Proven ability to manage a range of projects through to completion.</li> <li>• Significant practical or professional experience and understanding of business, supporting service teams and/or providing support to the public.</li> <li>• Previous management experience including staff supervision, development and organisational skills.</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<ul style="list-style-type: none"> <li>* Proven operational and management experience in a Contact Centre or Customer Facing environment, including coaching, performance monitoring and formal management under Surrey County Council's People Policies</li> <li>* Working knowledge of the legal context of current Adult Social Care and Mental Health legislation, ability to ascertain risk and robustly prioritise</li> <li>*Line management experience in fast paced customer focussed service.</li> <li>* Strong operational background with experience of using data and analytics to drive value for money improvements.</li> <li>* Extensive knowledge of all areas of customer service activity, including contact centre systems and telephony.</li> </ul>
<p><b>Role Summary</b></p>	<p>Roles at this level lead and manage the work of larger teams, or a grouping of two or more teams with a common theme. Alternatively they may be professional roles undertaking research and providing complex advice and/or managing specialist projects. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, third parties, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems and may involve the creation of new approaches and procedures to solve the problem.</p>
<p><b>Reference Number</b></p>	<p>BM-2026-166</p>