

## Role Profile

### Part A - Grade & Structure Information

Job Family Code	9BF	Role Title	Contact Centre Adults Social Care Supervisor
Grade	PS9	Reports to (role title)	Contact Centre Social Care Operations Manager
		Directorate/School	Communities and Transformation
JE Band	314-370	Service/Department	Customer Services
		Date Role Profile was created	May-21

### 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	To provide an effective, high quality, customer focussed first point of access to adults social care services, coordinating the timely handover of contacts to the appropriate teams where a more in-depth assessment is required. Working closely with social care teams and using customer contact data and systems to make robust decisions to ensure the delivery of a safe and efficient service within statutory timescales.  Responsible for leading and developing a team of Advisory Officers and Service Support Assistants to ensure customers are provided with appropriate information, advice and access to preventative services.
-	The Contact Centre Adults Social Care Team provides a statutory service to Surrey residents. The team is part of Customer Services which provides a single point of contact for most of the organisations initial telephone and digital contacts, thereby making it easier for customers to the contact the Council and have their enquiry efficiently resolved. It is a complex, busy operation which needs to react quickly in a constantly changing and pressurised environment.  Currently based in Fairmount House (due to move to Dakota in Brooklands, summer 2021), the Adults Social Care Supervisor reports to the Contact Centre Social Care Operations Manager and is responsible for managing the day to day operations of the Contact Centre Adults Social Care Team.
<b>Line management responsibility</b> if applicable	Direct line management of approximately 5 Advisory Officers (PS7) and 1 Service Support Assistant (PS5) (Small Team)
<b>Budget responsibility</b> if applicable	Although no direct budget responsibility the post holder will support the Contact Centre Social Care Operations 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 quality, efficiency and compliance.</li> <li>Provide specialist/professional advice and recommendations within specific parameters 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 their 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 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/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>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<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>Ability to work on own initiative, with solution focused problem solving skills.</li> <li>Ability to manage a range of projects through to completion.</li> <li>Previous practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public.</li> <li>Previous management experience including staff supervision, development and organisational skills (where appropriate).</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<ul style="list-style-type: none"> <li>Significant experience in a complex and pressurised customer contact environment</li> <li>Working knowledge of the legal context of current social care and mental health legislation for adults</li> <li>Working knowledge of voluntary and community based services</li> <li>Extensive experience of managing customer service teams, including coaching and performance monitoring</li> <li>Ability to respond quickly and effectively to changing priorities and different situations</li> </ul>
<b>Role Summary</b>	Roles at this level are often professionally qualified roles, specialists, or project officers providing advice and support to their customers, or lead and manage the work of larger teams. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will have a fair degree of autonomy and 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 in 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.
<b>Reference Number</b>	BM-2021-214