



GUERNSEY WATER

CUSTOMER SERVICES MANAGER

S03

JOB DESCRIPTION

JOB SUMMARY:

The Customer Services Manager is responsible for the relationship Guernsey Water has with the customers who are at the heart of its purpose of 'providing water for life'. They must anticipate customers' needs and develop the people, processes and systems needed to provide the services that meet those needs.

This role is accountable to the Guernsey Water Board for policy and strategy relating to customer service and customer experience. Strategic responsibilities include the development of on-line services and core systems such as our enterprise resource planning, utility billing and customer relationship management systems. The role will also lead the development of a tariff strategy which balances affordability with the long-term financial sustainability of Guernsey Water.

The Customer Services Manager is part of a Leadership Team that is responsible for the day to day running of Guernsey Water. Specifically, the role is responsible for new connections, metering, billing, income, and customer communications, including public relations. They are also responsible for the procurement and management of our stock of materials and equipment, including our vehicle fleet, all of which is vital for maintaining service to customers.

RELATIONSHIPS:

The Customer Services Manager is accountable to the Guernsey Water Board for policy and strategy relating to customer services and customer experience. The role is line managed by the Managing Director, Guernsey Water, and is part of the Leadership Team.

As leader of Customer Services, the role has line management responsibility for the Metering, Income and Contact, Customer Liaison, Customer Communications, Inventory and Fleet Team Leaders.

As Data Guardian the role is accountable to the Managing Director who is Data Controller for Guernsey Water. The Customer Services Manager also works closely with the Data Protection Officer assigned to the States Trading Supervisory Board by the States Corporate Data Assurance Team.

The Customer Services Manager also works closely with the Senior Procurement Manager, Business Support to ensure value for money procurement.

MAIN DUTIES AND RESPONSIBILITIES:

- Leadership of the Customer Services Team, including people planning and development of the culture within the team by embedding Guernsey Water values and increasing focus on performance and customer experience of day-to-day services.
- Develop the wastewater (cesspit) collection service to make it more equitable with the service received by customers that are connected to the sewerage network.
- Maintain, improve, and replace Enterprise Resource Planning, Utility Billing and Customer Relationship Management systems. Develop online services to meet customers' digital needs and enable them to self-serve.
- Commission research to develop proposals for modernising charging legislation to enable tariff evolution that meets the needs of different customer segments, whilst balancing affordability for customers with the financial sustainability of Guernsey Water.
- Monitor value chain performance and customer satisfaction to ensure service keeps pace with increasing domestic, commercial and developer customer expectations.
- Use market research to develop new services if there is sufficient demand and they align with strategic priorities for Guernsey Water. Oversee development and delivery of the customer communications and public relations plan.
- Develop and deliver a metering strategy that ensures fairness for all customers, takes account of future water resource needs, and considers the carbon emissions associated with water consumption.
- As Data Guardian ensure operational compliance with data protection legislation, in accordance with advice provided by the States of Guernsey Data Assurance Team.
- Ensure value for money from procurement for both Guernsey Water and the States of Guernsey. Manage the Customer Services capital and revenue budgets.

KEY CRITERIA:

ESSENTIAL

1. Collaborative leader that can adapt their management style to suit different circumstances. Extensive experience of working at management and leadership level in a customer service role.

2. Experience of gaining support from board level and delivering business change, including people, process, and system development to improve customer service.
3. Excellent interpersonal skills and a proven ability to work closely and collaboratively with a wide range of customers, stakeholders, and people from different teams.
4. Educated to degree level or equivalent, such as Chartered Management Institute Level 6 or above in Management and Leadership. Candidates that can evidence that they are working towards these qualifications in an appropriate time frame will be considered.
5. Experience of coaching and mentoring the development of others to attain business objectives and achieve personal development.
6. Member of a relevant professional body such as the Institute of Customer Service, or currently working towards membership. Experience of mentoring others to attain professional status is desirable.
7. Resilient and able to prioritise work to manage conflicting demands and deadlines whilst delegating appropriately and seeking timely support when needed.
8. Excellent communication skills, exposure to marketing and public relations disciplines is desirable.
9. Excellent organisational skills with attention to detail and the ability to prepare written communications and present to a variety of forums, including Board meetings.
10. Excellent computer literacy skills, including use of Microsoft Office 365 applications.

DESIRABLE

11. Experience of working with Microsoft Dynamics (Navision) or other Enterprise Resource Planning Software. Knowledge of Customer Relationship Management systems.

KEY COMPETENCIES:

The post-holder should be able to demonstrate all the competencies listed in Level 4 of the States of Guernsey Competency Framework, such as:

LEADERSHIP

- Ensures relevant issues relating to their service/function are effectively fed into strategy and big picture considerations.
- Bring together views and perspectives of customers and stakeholders to gain better understanding of the impact of activities.
- Understand and identify the role of technology in service delivery and policy implementation.

- Give constructive challenge to senior management on proposals which will affect own business area.
- Consider the cumulative impact on own service / function area of implementing change (culture, structure, service, and morale).

TEAMWORK

- Be visible to staff and stakeholders and regularly undertake activities to engage and build trust with people involved in area of work
- Clarify strategies and plans, giving clear sense of direction and purpose for self and team
- Confidently engage with stakeholders and colleagues at all levels to generate commitment to goals
- Be open and inviting of the views of others and respond despite pressure to ignore, revert, or concede
- Demonstrate genuine care for staff and others – build strong interpersonal relationships
- Identify and address team or individual capability requirements and gaps to deliver current and future work
- Identify and develop all talented team members to support succession planning, devoting time to coach, mentor and develop others

ACCOUNTABILITY

- Motivate improved performance by suppliers, challenge any gaps between contractual commitments and actual delivery through joint working with commercial / procurement experts
- Understand impacts of financial position in own area and that of the organisation and use insight to curtail or support business and investment activities
- Balance policy aspiration and delivery, outline risk and benefits of different options to achieve value for money ensuring all submissions contain appropriate financial information
- Exemplify the values within our Customer Charter by embodying the promises and promoting a culture focused on ensuring customer needs are met
- Create regular opportunities for staff and customers to give feedback and be heard in order to improve service quality and demonstrate a visible involvement
- Ensure the service offered thoroughly considers customers' needs and that services are delivered in a way that is accessible and provides choice, including using new technology where relevant
- Ensure adherence to legal and regulatory requirements in service delivery and build diversity and equality considerations into plans
- Adopt clear processes and standards for managing performance at all levels
- Maintain effective performance in difficult and challenging circumstances, encouraging others to do the same