

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

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Job title:	Customer Service Team Leader.	Location:	Based in Witney, with travel to our other Council office locations
Department:		Service:	
Reports to:	Customer Service Manager	Working Hours:	37 Hours per week
Job group:	Case/Field Worker - Level 2	Peer group no:	PG-121.
Business World Post number:	New post	Direct Reports (if applicable):	
FTE Salary:	£35,828 - £39,998 Per Annum	Contract type:	Permanent

Main purpose of this specific role:	The Customer Service Team Leader is responsible for leading and supporting a team of Customer Service Advisors to deliver an efficient, high-quality and customer-focused service. The role ensures that customer enquiries and requests are handled professionally, accurately and in line with service standards, while driving continuous improvement and promoting a positive customer experience. The post holder will manage team performance, develop staff capability, and work collaboratively with colleagues and stakeholders to achieve service objectives and organisational priorities.
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Main requirements of this specific role:	• Lead, motivate and support a team of Customer Service Advisors to deliver high-quality customer service across all contact channels. • Monitor team performance against agreed service standards, targets and key performance indicators. • Manage day-to-day team operations, including workload allocation, resource planning and service coverage. • Conduct regular one-to-one meetings, performance and appraisal reviews and coaching sessions to support employee development. • Identify training needs and facilitate learning opportunities to improve individual and team performance. • Handle complex customer enquiries, complaints and escalations, ensuring issues are resolved promptly and effectively. • Promote a customer-focused culture and ensure excellent standards of customer care are maintained. • Review customer feedback, complaints and service data to identify trends and opportunities for service improvement. • Ensure compliance with organisational policies, procedures, legislation and customer service standards. • Support recruitment, induction and onboarding activities for new team members. • Work collaboratively with managers and other departments to resolve customer issues and improve service delivery. • Lead team meetings and communicate organisational updates, priorities and operational changes. • Deputise for the Customer Service Manager when required • Undertake any other duties as reasonably required to do so.
Essential qualifications/skills/experience specific to this	• A minimum qualification equivalent to NVQ level 3 or A level, and/or significant experience within Customer Service Environment • GCSE Maths and English or equivalent to grade C/4 or higher • Extensive knowledge and understanding of large public or private sector Organisations.

	• Proven track record of leading a team and or individuals in an evolving service where change will be the norm. • Actively encourage innovative thinking to support an approach towards Learning. • Excellent written and verbal communication skills. Maintain accurate and up to date records. • Knowledge and experience in assessing complex situations. Ability to resolve complex issues by negotiation. • Ability to remain calm and confident when dealing with challenging customers and environments. Ability to resolve complex issues by negotiation • Mentor and train colleagues. • Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes. • Demonstrate commitment and resilience to succeed. Ability to manage time effectively. • Ability to build customer relationships • Knowledge and experience in assessing complex situations and carrying out inspections if and when required • Maintain accurate and up to date records • Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes • Demonstrate commitment and resilience to succeed • Excellent written and verbal communication skills • Ability to manage time effectively • Competent in using a range of technology and software packages. •
Desirable Requirements Qualifications, Skills and Abilities:	• Relevant recognised qualification • Experience working with internal/external customers, partners/clients and elected members • Knowledge, understanding or experience of project management

	Generic Job Profile:
Main Purpose of a role within this job group:	The purpose of this role is to: • Take ownership of customer cases, including consultation with relevant subject matter experts • Dealing with complex and / or specific service requests which may require co-ordinating / combining responses and expertise from a number of subject matter experts • Undertake site visits if/when required • Take ownership of complex or protracted cases and progress to resolution
Key Responsibilities of a role within this job group:	• Deal with complex service requests, which may require detailed knowledge of a specific functional area across the organisation and/or externally • Manage and resolve a range of case work or investigations to conclusion using detailed knowledge of the subject area and work within relevant legislation, prescribed policy, procedures and guidelines • Consult with technical colleagues as required • Maintain an understanding of appropriate legislation, policy, procedure, business requirements and guidelines • Ensure all relevant customer and company information is captured and recorded accurately • Planning and prioritising workloads in order to meet agreed short term objectives • Carry out duties with discretion, integrity and maintain confidentiality • Understand and demonstrate commitment in delivering the key performance indicators within the function • Undertake any other duties as reasonably required to do so
General Accountabilities:	• Safeguarding – The Council/Publica is committed to meeting its statutory and moral duties to safeguard and promote the welfare of children, young people under 18 years of age and adults at risk who are the recipients of its services and/or activities.

	• The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment • Work in compliance with the Codes of Conduct, Regulations and policies of Publica • To support the response to a major incident, including taking up a designated role within the emergency management framework
Special Conditions:	• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business • You will be expected to work reasonable additional hours in line with the needs of the service • Full UK Driving License • Ability to travel/ access to a vehicle for work purposes • Your role will require a Baseline Personnel Security Standard Check (BPSS)
Date reviewed:	07/08/2026
Reviewed by:	Lisa Cresswell
Manager job title:	Customer Service Manager
Date of issue:	Click here to enter a date.
Checked HRBP:	Name Date