

**Police Staff**  
**Team Leader- Customer Service Centre**  
**Communications Department**  
**Role Definition: 20425**

**ROLE DEFINITION**

Dept / Area Command:	Communications Department	Section:	Customer Service Centre
Post Title:	Customer Services Team Leader	Post Reference:	20425
Post Grade:	Grade G	Location:	Northern Communications Centre, Ponteland
Car User Status:		Telephone Allowance:	
Shift Allowance:		Standby Allowance:	
Weekend Enhancement:		Contractual Overtime:	
Line Manager:	Communications Centre Manager 18348		
Staff Responsibilities:	Allocated staff and trainees		
Purpose:	Lead and develop the Customer Service Centre to deliver a consistently outstanding customer service experience whilst identifying opportunities for continuous cultural, procedural and technological improvement.		

- 1. Manage the daily activities, forward planning and organising of the Customer Service Centre through the effective utilisation of resources to meet demand and support overall performance indicators.**
- 2. Develop and embed the principles of delivering outstanding customer service through effective performance management, appropriate training, individual coaching and team development. Effectively manage the progression of career graded staff.**
- 3. Identify and positively promote new ways of working which enable improved communication with our customers allowing them to access accurate information quickly and effectively.**
- 4. Provide professional guidance and support to the team to enable them to effectively respond to customers and act as a point of contact for queries which may require supervisory input.**

**5. Maintain a high level of professionalism, upholding our policies, procedures and ethical standards at all times to serve the needs of the customer.**

**6. Build strong working relationships with our internal customers and key stakeholders to ensure we are working together to deliver the best service for our internal and external customers.**

**7. Understand and analyse demand data to improve performance levels and to seek opportunities to continuously develop and expand the service provided by the team whilst reducing demand.**

The postholder may be required to undertake such other responsibilities as are reasonably commensurate with the grade of the post.