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JOB DESCRIPTION

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| Role: | Senior Service Supervisor | Grade: | SO |
| Post No: | NEW | Date: | September 2025 |
| Service: | Central – Tonbridge Castle & Customer Services | Hours: | 37 |
| Reports to: | Tonbridge Castle, Events & Customer Services Manager |
| Responsible for: | Customer Services Team (2 x Senior Customer Service Advisors; and 6 Customer Service Advisors)**Customer Services Supervisor** (Kings Hill) ((8 x Customer Services Advisors)) |

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| PURPOSE OF JOBTo provide effective leadership, ensuring that our Customer Services team provide an excellent customer focused experience to all our customers irrespective of their communication method (online, web chat, social media, phone, email, face to face (reception) & written correspondence).Working with the Customer Services Supervisor (Kings Hill) to embrace the digital transformation agenda by ensuring all Customer Service staff actively encourage all customers to fully experience the benefits of digital service delivery. In conjunction with the Tonbridge Castle, Events & Customer Services Manager and Customer Services Supervisor (Kings Hill) embed transformation into the delivery of Customer Services and Castle commercial activities, reviewing new and old processes but also reviewing how we work and how we can improve delivery for residents, business and visitors and be more efficient in our working practices.Working with Tonbridge Castle, Events & Customer Services Manager to continue to report and review areas of our commercial operation to increase efficiency and revenue into the organisation. |

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| MAIN ACCOUNTABILITIES1. To deal with all aspects of line management for the Customer Services staff (permanent and casual) at Tonbridge Castle whilst managing their performance, discipline, development, and welfare. Ensuring Performance appraisals are carried out with all members of the team.
2. Across the entire service ensuring the team are effectively deployed along with reporting monthly sickness and leave data, keeping one entire service record of this and ensuring that the necessary supporting documentation is sent to Payroll within deadlines.
3. To ensure the service is effectively resourced and duties are allocated to the staff appropriately through various methods including the production of the staff rota.
4. To run weekly/monthly statistics for the service to include the team reports to work with the Tonbridge Castle, Events & Customer Services Manager and Customer Services Supervisor (Kings Hill) in monitoring performance and identifying opportunities for improvement of the Customer Services team.
5. Ensure that all enquiries to the Castle & Customer services teams, via all communication methods are responded to within the defined timescales, whilst monitoring the responses are all of the expected highest quality, reporting through KPI targets corporately.
6. To monitor Contact Centre telephone call handling, managing groups, messages and IVR’s to the agreed performance standards. To manage and monitor staff use of web chat. To provide all relevant call performance statistics to team and back offices as appropriate.
7. To support the Tonbridge Castle, Events & Customer Services Manager with the continued roll out of the BOT to deal with telephone and webchat enquiries, freeing up advisor’s time allowing resources to be focused on more complex contact.
8. Work with our Communications Team to deliver a social media presence on Facebook/Twitter and Instagram for the Castle commercial operation and Customer Services whilst also working to improve the website offering.
9. Ensure our social media accounts can operate and be managed over the 7 days the Castle is open.
10. To manage all aspects of cash handling within the Castle service, including petty cash and shop till.
11. Provide system reports on financial takings at the Castle and work with the Tonbridge Castle, Events & Customer Services Manager to look at financial projections against KPI targets along with developing further income streams going forward.
12. Monitor Service Level Agreements are up to date with different Service Managers, referring any discrepancies or challenges through to the Tonbridge Castle, Events & Customer Services Manager.
13. To make recommendations for changes to the service delivery to meet the Corporate Digital by Default programme ensuring value for money and excellent customer service and if appropriate work as part of a team to implement these changes.
14. To make recommendations for system improvements specifically as part of the transformation programme, which will deliver efficiencies for the organisation, value for money and digital improvement.
15. To manage systems specifically used by the customer service advisors, ensuring value for money, and continued digital improvement for residents and the authority.
16. To attend Kent wide customer services meetings and meetings with partners representing the council
17. To intercede in customer and advisor situations whereby the customer is becoming hostile to the advisor and those around them, evaluating whether the customer can be talked into a calmer state or whether to call Security and the Police
18. To assist the Tonbridge Castle, Events & Customer Services Manager in developing appropriate services for customers with additional needs
19. To work with the Customer Services Supervisor (Kings Hill) and bring forward a the Tonbridge Castle, Events & Customer Services Manager a comprehensive and ongoing training package, including telephony, service standards and core processes.
20. Review and update current service procedures with a view to delivering a streamlined efficient digital solution where appropriate.
21. To provide up to date reports on the cleaner and caretaking/security staff at the Castle.
22. Monitor the contract providers to ensure the contracts are delivered and complied with in terms of our cleaning and security at Tonbridge Castle providing regular weekly updates to the Tonbridge Castle, Events & Customer Services Manager in respect of performance.
23. To comply with Tonbridge & Malling Council’s corporate health and safety policies and procedures. To assist with the undertaking of relevant risk assessments and record those findings. Report any accidents or incidents following the TMBC incident procedure. To ensure that relevant local health and safety arrangements and safe systems of work are in place.
24. Carry out regular H&S assessments of all public spaces to ensure that they are fit for purpose and safe to grant access. Take any immediate action necessary to ensure safety of the public and staff in their working environments.
25. Ensure that all areas of maintenance at the Castle including office and site equipment is kept up to date.
26. To comply with the Council’s Equalities Policy for employment and the service delivery and co-operate in measures introduced to implement and monitor the Policy.
27. Take responsibility for personal and professional development and undertake training.
28. To comply with Tonbridge and Malling Council’s corporate health and safety policies and procedures. To undertake relevant risk assessments and record those findings. Report any accidents or incidents following the TMBC incident procedure. To ensure that relevant local health and safety arrangements and safe systems of work are in place.
29. To comply with the duties placed upon employees by TMBC’s Health and Safety Policy and related procedures. To act in accordance with all instructions, information and training required in relation to those duties. The post holder will be required to carry out their job role and related responsibilities with reasonable care to themselves and other persons that may be affected by their work.
30. To assist as required in the Council’s Emergency Plan
31. To comply fully with the Council’s IT Security Policy
32. To comply fully with the Council’s Data Protection Policy
33. To undertake other duties commensurate with the grade of the post
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