

JOB PROFILE

Job Title:	Swanley Gateway Manager
Reports to:	CEO Swanley Town Council
DRs Responsible for:	Meet and Greet Staff/ Customer Service Advisors
Salary:	£34,434.00 (SCP 23)
Hours:	Full Time – 37 hours per week

Main Purpose

- To develop effective partnerships with public, private and third sector partners to deliver customer excellence and service integration whilst continuing to drive efficiencies and improve performance in line with business objectives.
- Identify new opportunities and partners to increase the level of provision with The Swanley Centre via commercial concessions.
- Ensure residents are aware of the services available within the Swanley Link and are supported in accessing, using and receiving support from those services where applicable.

Key Responsibility Areas

- Manage the on-going stakeholder relationships, develop new partnerships with public and 3rd sector partners to design new service provision or to improve service delivery for Swanley residents.
- Prepare all documentation relevant to the effective management of the Gateway Partnership for Core Stakeholders in line within individual requirements and timescales.
- Ensure that the most accurate and updated service specific information about policy or procedural changes from core stakeholders and partners is provided to enable all staff within the Gateway partnership to respond effectively to customers, improve standards and to provide a holistic respond to customer needs.
- Management of the Meet & Greet staff to ensure delivery of the Swanley Gateway customer service standards.
- Management of the Customer Service Advisor(s) to ensure delivery of Swanley Town Council's customer service standards.
- Ensure partners comply with Health & Safety policies & procedures to ensure that service users and staff have a safe, clean and secure environment in which to deliver services.
- Ensure best practice in customer services operation and management by continually improving the service delivery, focussing on the customer journey and channel migration.
- Review, forecast and plan resources to maximise available budget and drive efficiencies and increase value for money.

- Champion equalities & diversity in all service provision, ensuring that Gateway services meet the needs of Swanley residents.
- Ensure timely and effective advertising of Link facilities and events.
- To seek new forms of funding which will increase the income of The Swanley Link and provide reduced running costs in this provision.
- To undertake training that will support the Town Council in its everyday operations and will provide support to the CEO if needed in the administration of council business.

	Essential characteristics
Qualifications	• 5 GCSEs including Maths and English • NVQ or equivalent in management
Personal Qualities	• Self motivated and pro-active • Strong work ethic and capacity for hard work • Be able to prioritise and manage workload • Willingness to work flexibly and respond to the needs of the business • Ability to work as part of a team • Ability to facilitate and manage stakeholder relationships
Knowledge and skills	• Ability to build excellent working relationships with colleagues at all levels both internal and external to the organisation • Effective organisation skills with the ability to work effectively within tight deadlines • Presentation skills to effectively communicate issues to staff and colleagues • Ability to recognise complex issues and find workable solutions • Commitment to equalities and the promotion of diversity in all aspects of working • Good level of knowledge of customer care/service expectations and service standards • Good understanding of performance management principles and how to motivate staff in a face to face environment
Experience	• Private/public sector experience of line managing a customer service team

	• Experience of developing services for complex need resolution • Experience of managing a multi-agency partnership • Experience of budget monitoring
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