

**Directorate:** Growth, Environment and Transport  
**Unit/Section:** Highways and Transportation  
**Grade:** KR9  
**Responsible to:** Customer Insight Team Leader

**Purpose of the Job:**

Managing a team of five officers, the Stakeholder Supervisor will be the key conduit between the Heads of departments and their services to provide professional and timely responses to the citizens of Kent, the Council members, and internal stakeholders. The Stakeholder Supervisor will also collate, analyse and report performance in order to improve business delivery and will strive for continuous improvement in managing an efficient and integral service identify trends and drive service improvements.

**Main duties and responsibilities:**

- Be the 'Customer Champion' role for all H&T stakeholders and lead on the customer experience. Manage complex customer issues that has been escalated to the H&T Director, Corporate Director, leader of the council and Senior Members. Working alongside the Corporate Digital team and press office to ensure accurate information is provided to the media and general public.
- To provide strong leadership and direction to manage, develop the team of Senior Stakeholder Officers and Stakeholder Officers. Proof reading responses provided by H&T managers to ensure they are of high quality, and addressed all concerns.
- Delegate to the Senior Stakeholder Officer(s) the monitoring, reporting and triaging of the key stakeholder functions across all teams including, Freedom of Information requests, petitions, Priority and Director enquiries. Ensure responses are on time and to high quality to mitigate risks for H&T. Ensure H&T staff follow the business and customer correspondence process, using both software systems WAMS and iCasework as applicable and provide communication and training where required.
- Pro-actively collate, analyse and report stakeholder and other customer data to drive service improvements. Take responsibility for the full end to end process of all stakeholder contacts, report monthly performance and recommend interventions to Divisional Management Team, build and maintain a strong working relationship with the Cabinet Member, Deputy Cabinet Member and Corporate Director with regard to managing the quality and timeliness of responses.
- Seek opportunities for continuous improvements and work with Senior Managers to provide viable resolutions or make recommendations to the Divisional Management Team for process or policy changes.

- Work with our outsourced contact centre Agilisys and the Corporate Digital Service Team to resolve any problems relating to our phone lines, reporting tool or website.
- Manage, develop, appraise and performance manage the Stakeholder team, to ensure a high standard of performance is delivered and evaluate its work to deliver improvements to H&T and the Directorate.
- Provide professional input into other commissioning projects to ensure that KCC customer service value is reflected in these contracts.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Good standard of education which will include Mathematics and English at level two and NVQ level 4-5 in customer service or equivalent or any relevant experience</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Working knowledge and experience in an administrative role working with senior managers/Members</li> <li>Experience of line managing or supervising others</li> <li>Demonstrable experience in one or more related disciplines such as performance management, business planning, management or development, customer care</li> <li>Proven experience of providing customer service and dealing with dissatisfaction.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>An ability to work autonomously</li> <li>Computer literate and confident telephone manner</li> <li>Excellent interpersonal and organisational skills when dealing with all levels of staff, elected members, MPs, MEPs and external contacts</li> <li>Good analytical and problem solving skills</li> <li>Proven skills in managing projects and a track record of delivery.</li> <li>Experience of working with Senior Managers and gaining their confidence</li> <li>Able to balance constantly changing priorities</li> <li>Proactive approach and able to work on own initiative and to deadlines</li> <li>Able to identify and contribute to areas of service improvement including Process Mapping and Business process</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Experience of regular multi-tasking and dealing with non-routine activities</li> <li>Understanding of the processes of local government and the principles of good project management</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>We are <b>curious</b> to innovate and improve</li> <li>We are <b>compassionate</b>, understanding and respectful to all</li> <li>We are <b>strong together</b> by sharing knowledge</li> <li>We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>