**Person Specification**

**Customer Service Manager Onside Access Hub**

**Experience**

Essential:

* Significant demonstrable experience in managing or supervising staff; encouraging and motivating them to achieve at the highest level
* Significant demonstrable experience in a customer focused role within a varied, multi-disciplinary environment with a proven ability to deliver outcomes against a range of deliverables
* Significant demonstrable experience of developing and managing key relationships
* Previous experience of supporting change processes with successful outcomes
* Understanding of the voluntary and community sector and the environment in which it operates
* A proven track record of delivering service improvements and tackling under performance as appropriate
* An understanding of effective feedback and evaluation tools, techniques and approaches coupled with experience of gathering collating and reviewing feedback to inform service improvements

Desirable:

* Understanding the key issues affecting the lives of disadvantaged adults and young people
* Experience in setting up/developing new projects
* Experience of developing and maintaining accessible information systems
* Experience of developing and implementing technological solutions to increase the effectiveness of communication and improve customer experiences

**Skills**

Essential:

* Motivating, engaging and enthusing staff and colleagues
* Outstanding communication and interpersonal skills
* Good mentoring and coaching skills
* Able to generate innovative/flexible ideas and develop creative solutions
* Confident networker able to liaise and network with a wide range of people and organisations
* Ability to mediate situations and resolve customer issues with tact and diplomacy ensuring confidentiality
* Logical approach to problem solving and ability to develop solutions based on evidence and reasoned argument
* Good influencing, negotiating and management skills
* Strong IT literacy and database competency
* Able to maintain effective monitoring and evaluation processes
* Prioritisation of activities and excellent time management skills

**Knowledge**

Essential

* Systems and processes to ensure effective service delivery and development
* Essential requirements for managing and delivering services which empower service users
* Understanding and confidence utilising IT and databases in the delivery of customer services.
* Purpose and objectives of the Community and Voluntary Sector
* Contract monitoring and reporting processes

Desirable:

* Relevant legislation including Employment Law, Health and Safety, Data Protection Equal Opportunities
* Issues relating to people facing disadvantage or exclusion
* Understanding of advocacy, social prescribing and community engagement services their role and value

**Qualifications**

Desirable:

* Relevant Supervisory/Line Management qualification
* Educated to degree or equivalent level

**Other Requirements and Personal Attributes**

Essential

* Creative, lateral thinker
* Resilient
* Positive outlook, seeing opportunities
* Sees potential in people/situations
* Enthusiastic, passionate and driven
* Self confident and Assertive
* Encouraging, supportive and caring
* Committed to principles of social justice
* Committed to equality of opportunity and promotion of diversity
* Access to own transport
* Able to work with some flexibility to accommodate occasional out of hours working

**Onside People:**

* are **passionate** about what they do
* **value difference**
* are **creative** in their approach
* are committed to **fairness and justice**