Role Profile: CTSC Support Officer Team Leader

Job Family Group	**Operational Delivery**
Job Family	**Service Delivery and Service Support**
Grade Level	EO

Role Purpose

This role will provide day-to-day management and leadership to the CTSC Support Officer team, which are likely to be up to 12 staff, and will focus on the direction of the team in cooperation with the other Support Officer Team Leaders to ensure consistency and updating Service Delivery Managers on key activities and operational performance. The role will be responsible for coaching the team on service improvement and ensuring the teams provide an accessible and inclusive service to diverse service users through great people service skills.

Key Accountabilities

- Coach, motivate and support CTSC Support Officers in their interactions with service users, both in terms of the quality and accuracy of interactions with service users, in line with quality standards, to ensure the delivery of a high quality user focused service on a daily basis and delivering a service focused on quality as well as timeliness
- Work with Real-time Workforce Analysts to ensure service delivery is maintained during busy periods by making changes to the team's workflow and activities to ensure consistent delivery of excellent service to users and to maintain effective team performance
- Work with the team and with other HMCTS teams to ensure business objectives and associated targets are met and team and individual performance is maintained
- Work with Quality Assessors on improvements in staff performance and either coach for improvement or refer to People Development team for skills and knowledge development to ensure focus is maintained on upholding or improving standards of service delivery to users and supporting effective individual performance
- Liaise with People Development team on development plans for staff and schedule development activity to ensure consistent levels of service to users is maintained and staff have the right knowledge and skills to meet various user needs
- Provide pastoral support for CTSC Support Officers in day-to-day management issues
- Lead the team in continuous improvement activity and feed this into the Continuous improvement workstream for CTSCs
- Work with Workforce Planning & Work Scheduling teams to ensure staff details are up-to-date for scheduling and planning purposes so that the CTSC has the right people with the right skills and knowledge available at the right time
- Provide support to the Support Officer team with difficult & complex issues, and escalate if necessary
- Ensure team and individuals maintain the essential required knowledge by enabling access to and checking staff have read relevant Knowledge articles to ensure their knowledge is accurate and up-to-date, and sharing information at daily TIB meetings, ensuring users are given the correct information they need, when they need it

Knowledge, Skills and Experience

- Leadership skills - to visibly demonstrate and embed the new culture and ways of working for CTSC in delivering service excellence across all CTSC jurisdictions • People management skills - to ensure team is working effectively together where necessary
- Knowledge of, or willingness to learn HMCTS people policies, including performance management, attendance management, grievance and disciplinary policies - to manage team effectively and ensure continued service delivery to users
- Knowledge of, or willingness to learn, business processes - to be able to coach and support team where needed

Key Relationships and Contacts

- **Service Delivery Managers,** reporting on performance and day to day management issues, providing information
- **Quality Assessors and People development team**, discussing performance of team members and improvements needed
- **Workforce Planning & Work Scheduling teams**, to discuss allocation of staff resource to meet expected needs
- **Real-time analysts & Quality assessors** on current performance and possible improvements in staff performance needed. Workforce planning teams on planning and scheduling staff for work and resource changes to meet immediate requirements

Complexities

Problem solving	Will make day-to-day decisions affecting team, eg the allocation of work and decisions around the quality of staff performance, and will also deal with issues escalated by team which require greater analysis or knowledge to resolve. Will also decide when issues may require escalation to different teams where the query or work goes beyond scope of the team, in accordance with protocols and procedures..

• Knowledge of, or willingness to learn, IT systems used in Support Officer team, including voice recording - to be able to review individual and team performance and analyse areas for improvement or success • Knowledge of, or willingness to learn, quality and performance standards and KPIs • Coaching skills, to be able to support CTSC Support Officer team in improving service delivery	**Management of resources**	Direct line management of Support Officers, likely to be a small – medium size team up to 12. No financial management but likely be able to authorise/approve small expenses amounts (eg T&S)
	Autonomy	This role will have some discretion to act independently but will mainly work within detailed and defined procedures in the day to day management of their team and the processing of work in accordance with set standards and operating procedures.