

Job Description



Job Title: Corporate Contact Centre Operations Manager	Service Area: Resident Experience	
Directorate: Change and Improvement	Post Number: TBC	Evaluation Number: 7892
Grade: PO6	Date last updated: 25/08/2026	
People at the heart of everything we do We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team. Equality and diversity We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work. Protecting our staff and services Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately. Corporate parent We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.		

Overall Purpose of Job

To manage and lead all day-to-day operations of the Council's Corporate Contact Centre, ensuring the delivery of high-quality, accessible and resident-focused services across all contact channels that promote first contact resolution. The role ensures that there is a high performing service which meets all corporate and statutory targets, whilst driving continuous improvement, efficiency, and positive resident experience.

Job Summary

The Corporate Contact Centre Manager is responsible for leading and managing the Council's Corporate Contact Centre, ensuring the delivery of high-quality, accessible and resident-

focused services across all customer contact channels. The postholder will drive operational performance, quality assurance and workforce effectiveness to achieve corporate objectives, statutory requirements and key service targets.

The role provides leadership for the Contact Centre, promoting a culture of continuous improvement, accountability and resident focus. The postholder will lead and develop a high-performing team, use performance data and customer insight to improve the resident experience, and maximise first contact resolution.

Working closely with senior leaders and service areas across the Council, the Corporate Contact Centre Manager will ensure resources are effectively planned and managed, risks are mitigated, and service delivery remains responsive to resident needs and organisational priorities.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

- Oversee delivery of all day-to-day operations in the Corporate Contact Centre to ensure that the service meets all core KPI's
- Directly manage 4 team leaders and matrix manage/oversee over 35 staff to foster and lead a high-performing team culture
- Lead, develop and maintain a robust performance management environment that tracks KPIs, call handling metrics, occupancy and productivity across all channels
- Plan, manage and deliver a robust approach to quality assurance in the service, ensuring that all staff are measured and receive regular feedback on call quality, customer service and first point resolution
- Ensure that robust forward planning of the service and its resource is undertaken; oversee rotas, annual leave planning, training, 1:1s and team meetings in line with Council policy and seasonal peaks of demand
- Lead, motivate and develop Contact Centre staff to create a highly skilled and engaged workforce
- Ensure that performance information aligns to KPIs and utilises resident feedback to improve the service
- Ensure that all HR policies and procedures are followed consistently and fairly across the service, including sickness, capability, recruitment, DSE and Occupational Health
- Manage programmes and projects of transformation and continuous service improvement across the service, responding to changing demands and stakeholder needs

- Continuously measure, monitor and review service processes and where necessary implement changes to improve the consistency, quality of the resident experience
- Identify potential risks and develop mitigation strategies to minimise impact on service delivery including overseeing business continuity planning, risk management and contingency planning
- To uphold all of the Council's policies, procedures and legislation within the service particularly in relation to equalities and diversity, health and safety, and GDPR. Maintain an up-to-date knowledge of local and national policy, legislation and best practice, including benchmarking.
- To prepare and support the AD of Experience with development and presentation of data and impact of service improvements for internal audiences including senior managers and councillors

Other Duties

- To undertake any other duties commensurate with the grade and responsibilities of the post, as reasonably requested by the Assistant Director Resident Experience Operations and Resolution or other senior managers
- To represent the Council, department or service at internal and external meetings, working groups and partnerships as required.
- To lead on corporate initiatives, projects and organisational priorities that support the Council's strategic objectives.
- To act as a senior point of contact and provide management cover for other services within the Resident Experience service as required.
- To lead and ensure effective emergency planning, business continuity arrangements and the Council's response to major incidents where required
- To maintain continuous professional development and keep abreast of developments, legislation and best practice relevant to the role.
- To promote and uphold the Council's values, behaviours and commitment to equality, diversity, inclusion and resident-focused service delivery.
- To undertake all duties in accordance with relevant legislation, Council policies and professional standards.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible		
EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.		
PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.		

CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE: - Demonstrable skills in Contact Centre operational leadership, including workforce planning, performance management, quality assurance, resource optimisation and service delivery improvement. - Proven ability to manage resident experience, complaints and casework functions, with a focus on customer satisfaction, service recovery and continuous improvement. - Strong analytical and performance management skills, with the ability to interpret data, identify trends and drive operational improvements through evidence-based decision making.	Application and Interview Application and Interview Application and Interview

• Proficient in the use of Contact Centre technologies and business systems, including telephony platforms, Microsoft Dynamics, Power BI and the Microsoft 365 suite. • Ability to develop and monitor performance frameworks, service standards and key performance indicators to deliver organisational objectives. • Strong understanding of governance, compliance and risk management requirements, with the ability to apply these within a customer service environment. • Effective stakeholder management and influencing skills, with the ability to build productive relationships across services and with senior leaders. • Ability to translate strategic objectives into operational plans and deliver service transformation, change initiatives and continuous improvement programmes. • Excellent communication, coaching and people management skills, with experience of leading, developing and motivating high-performing teams. • Strong organisational, problem-solving and decision-making skills, with the ability to manage competing priorities in a fast-paced operational environment.	Application and Interview Application and Interview Application and Interview Application and Interview Application and Interview Application and Interview Application and Interview
EDUCATION/QUALIFICATIONS Appropriate qualification or equivalent level of attainment, which may be work-based rather than academic in Customer Service/Contact Centre Operations	Application
SKILLS AND ABILITIES: • Strong written, verbal, presentation and numeracy skills, including the ability to manipulate data to prepare high-quality briefings, reports, presentations and communications • Ability to manage a varied workload with competing demands, working independently and as part of a team. • Ability to build productive working relationships, influence stakeholders, resolve issues constructively	Application and Interview Application and interview Application and Interview

and manage sensitive or demanding situations with residents diplomatically. EXPERIENCE: • Proven experience of leading and successfully managing a high-volume, multi-channel contact centre to the required standards • Experience of performance management, quality assurance and service improvement • Experience of managing staff performance, wellbeing, absence and development consistently and to the highest standard in line with corporate procedures	Application and Interview Application and Interview Application and Interview
PERSONAL STYLE AND BEHAVIOUR:	Application Form/Interview/Test Application Form/Interview/Test
OTHER SPECIAL REQUIREMENTS: • Basic Level of DBS required • May be required to occasionally work Bank Holidays, weekends and evenings during major holidays or incidents requiring the Contact Centre opening hours to be extended	Satisfactory clearance at conditional offer stage