



Ipswich Borough Council
Job Description: **N17**

Performance & Projects Officer (Customer Services)

Main Purpose of Job

Delivery of project management services and effective performance management processes, supporting digital transformation across the Council

Main Duties

1. Produce customer service performance reports on a daily, weekly, monthly and quarterly basis
2. Analyse data and customer feedback to identify opportunities and deliver improvements to the online customer experience and internal processes
3. Lead on projects working with service areas to identify opportunities for digital transformation and migration, as well as opportunities to streamline processes, eliminating areas of waste. Manage focus groups, mapping processes and using data to influence stakeholders for digital transformation
4. Assist the customer services operations with the use of the Customer Relationship Management system plus the telephony system acting as first level of support for technical queries
5. Build and refresh our online forms, ensuring attention to detail for accuracy, integration and a first-class user experience
6. Support the Head of Service with projects to deliver digital transformation projects working with stakeholders across the Council
7. Undertake such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



Person Specification

Performance & Projects Officer (Customer Services)

Attributes	Essential	Desirable	Method Of Assessment
Qualifications	Educated to Degree or NVQ Level 6 or proven technical and organisational knowledge in a Project / Customer Services environment.		Application Form / Certificates / Interview
Relevant experience	Experience of project management and delivering successful projects. Demonstrate ability to produce and analyse accurate and relevant reports and data in a variety of formats. Experience of using online forms software systems for build, design and development of content	Local authority experience. Politically aware. Project management qualification – PRINCE2 or Business Process Reengineering e.g. LEAN). Experience of working in customer facing environment.	Application Form / Interview
Specialist knowledge	Working knowledge of a broad range of IT and web based applications, including Customer Relationship Management (CRM) systems. Working knowledge of all Microsoft Office applications. Working knowledge of form building softwares and process mapping.	Understanding of local authority finance and budget setting process. Working knowledge of performance management systems, contact centre telephony systems and approaches to channel shift.	Application Form / Interview
Personal skills	Demonstrate a customer-focussed and responsive driven approach that improves service delivery. Ability to build and maintain good working relationships with internal/external organisations. Ability to organise and prioritise workload and meet deadlines. Ability to work well as part of a team and also on own initiative. Ability to communicate effectively across a wide variety of media. Ability to use data to influence stakeholders and manage resistance, to own and deliver transformational projects and continuous improvement	Understanding of the most appropriate communication methods for different customer groups.	Application Form / Interview
Special working conditions		Ability to work evenings and weekends, as and when required.	Application Form / Interview

