TEAM BARNET

BARNET LONDON BOROUGH

Caring for people, our places and the planet

Role Profile

Job Title:	**Resident Experience Operations Manager**
Location:	**Barnet Council Buildings**
Department:	**Resident Experience and Digital**
Directorate:	**Strategy and Innovation**
Grade:	**Grade L**
Type of Working:	**Hybrid**
Reports to:	**Resident Experience Design Manager**

1. About the job:

Barnet is transforming how residents access and experience council services. Our ambition is to create a resident-centred front door that is simple, accessible, responsive, ensuring our residents receive the right support at the right time, through the channel that works best for them.

As Resident Experience Operations Manager, you will play a pivotal role in delivering this vision by leading the day-to-day operational performance of Barnet's resident contact and customer service functions across a multi-service environment. You will be responsible for ensuring residents receive a high-quality, consistent and inclusive experience.

This role brings together operational leadership, contract management, financial accountability, performance management and relationship management. You will oversee the service performance across Barnet's outsourced customer service provision, including out of hours provision, and in-house operations teams, using data, insight and strong stakeholder relationships to drive accountability, maintain high standards and improve resident outcomes. You will be someone who can motivate and mobilise people, bring partners and services together around shared goals, and create a culture of operational excellence and continuous learning.

Working alongside the Resident Experience team, you will help ensure that operational delivery is informed by resident needs and organisational priorities. While the Resident Experience Team leads resident insight, service design, and continuous improvement activity, this role provides the operational oversight, performance intelligence and delivery focus that underpins successful services and sustainable change.

This is an opportunity to join an ambitious team that is committed to delivering services which are meaningful, inclusive and design around what matters most to Barnet's communities.

2. Key responsibilities:

- **Operational Leadership:**
  - Provide overall day-to-day operational leadership for resident contact and customer service functions, ensuring accountability for service performance, workforce management, financial management, risk and governance.
  - Lead the operational performance of Barnet's resident contact and customer service functions across a multi-supplier environment.
  - Ensure residents receive a consistent, accessible and high-quality experience across all contact channels.
  - Maintain oversight of service demand, operational risks and performance issues, ensuring timely resolution and escalation.
  - Act as the operational bridge between Council services, suppliers and resident-facing teams.
  - Foster a culture of accountability, collaboration, and operational excellence.
  - Act as the senior operational escalation point for complex customer service complaints, member enquiries, service failures and cross-service issues, ensuring timely resolution and organisational learning.

- **Supplier Performance and Contract Management:**
  - Manage operational relationships and contracts with customer service suppliers, including out of hours provision, council services and other resident-facing delivery partners, with responsibility for overseeing contracts with a combined annual value of approximately £1.5 million.
  - Oversee the performance of externally delivered customer service functions, providing strategic oversight of approximately 35 FTE across contracted services.
  - Monitor performance against contractual commitments, KPIs, SLAs and service standards.
  - Lead regular performance reviews and governance meetings, driving accountability and service improvement.
  - Address underperformance, service risks and delivery issues effectively.
  - Ensure suppliers stay committed and motivated to deliver services aligned to Barnet's resident experience principles and values.

- **Performance, Insight and Management Information:**
  - Own the operational performance framework for customer service and resident contact services.
  - Lead the production, analysis and reporting of management information and performance data.
  - Ensure consistent, accurate and meaningful reporting across suppliers and internal teams.
  - Identify trends, risks and opportunities to support decision making and service performance.
  - Present insights and recommendations to senior stakeholders and governance forums.

- **Quality Assurance and Resident Experience:**
  - Provide operational insight and expertise to support service improvement and transformation activity.
  - Work collaboratively with the Resident Experience Team to assess operational impacts and implementation requirements.
  - Support the successful implementation and adoption of new processes, service models and ways of working.

- Monitor the operational impact of change and provide feedback to inform future improvements.

- **Leadership and People Management:**
  - Provide operational leadership for the Council's in-house Connect Barnet customer support function (approximately 6 FTE).
  - Provide direct line management of Connect Barnet management and any relevant operational and performance roles within the service.
  - Provide strategic oversight of approximately 35 FTE delivering services through external customer service contracts.
  - Hold customer service leads accountable for service performance, quality and resident outcomes.
  - Build leadership capability and support high-quality, inclusive teams.
  - Ensure effective workforce planning, governance and performance management arrangements are in place.

3. Financial Responsibilities:

- Monitor the financial performance and value for money of outsourced customer service contracts, ensuring services are delivered within agreed contractual arrangements and achieve expected outcomes.
- Provide operational insight and evidence to support contract negotiations, procurement activity, business cases and investment decisions.
- Ensure outsourced service providers deliver contractual obligations and agreed value-for-money outcomes.
- Monitor the financial impact of operational performance, service demand and delivery models, identifying opportunities for efficiencies and cost avoidance.
- Contribute to budget planning, financial forecasting and business case development within the Resident Experience and Digital service.

4. Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of wok and use devices/guards provided for safety.
- Wear/use personal protection equipment were issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / **L**earning to Improve / **I**nclusive / **C**ollaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Reports to:	**Resident Experience Design Manager**

Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Degree level qualification or equivalent relevant experience	Essential	Application/Interview
Management or leadership qualification, or equivalent management experience	Desirable	Application/Interview
Evidence or certifications of continuing professional development	Desirable	Application/Interview
Experience & Knowledge		
Significant experience leading customer service, resident contact or operational service delivery functions	Essential	Application/Interview
Experience managing outsourced service providers, supplier relationships and operational contracts	Essential	Application/Interview
Experience managing service performance through KPIs, SLAs and quality measures	Essential	Application/Interview
Experience using management information, operational insight and performance data to drive decision-making and accountability	Essential	Application/Interview
Experience building effective relationships across multiple stakeholders, teams and service areas	Essential	
Experience managing and overseeing operational teams	Desirable	Application/Interview
Experience working within a complex, multi-service environment	Essential	Application/Interview
Knowledge of customer experience, resident experience and service quality principles	Essential	Application/Interview

Understanding of equality, diversity, inclusion and accessibility in service delivery	Essential	Application/Interview
Knowledge and experience of local government customer service delivery and resident contact operations	Desirable	Application/Interview
Experience working in a multi-supplier or commissioned service environment	Desirable	Application/Interview
Skill & Ability		
Ability to lead high-performing operational services and maintain excellent service standards	Essential	Application/Interview
Strong leadership skills with the ability to motivate, influence and mobilise people towards shared goals	Essential	Application/Interview
Strong supplier and contract management skills	Essential	Application/Interview
Excellent stakeholder management and relationship-building skills	Essential	Application/Interview
Strong analytical skills with the ability to interpret complex data and identify meaningful insights	Desirable	Application/Interview
Ability to communicate performance information, risks and recommendations clearly to a range of audiences and in Plain English	Essential	Application/Interview
Ability to hold internal and external stakeholders accountable for service delivery and outcomes	Essential	Application/Interview
Excellent planning, organisational and prioritisation skills	Essential	Application/Interview
Ability to work collaboratively across organisational boundaries, build trust and influence decision making	Essential	Application/Interview
Values & Behaviours		
Caring		
Puts residents at the centre of decision-making and service delivery.	Essential	Application/Interview
Demonstrates empathy, integrity and professionalism.	Essential	Application/Interview
Creates a culture where residents and colleagues feel listened to, valued and supported.	Essential	Application/Interview
Learning to Improve		

Uses evidence, insight and performance information to inform decisions.	Essential	Application/Interview
Encourages continuous learning and operational excellence.	Essential	Application/Interview
Actively seeks opportunities to improve outcomes for residents and services.	Essential	Application/Interview
Inclusive		
Champions equality, diversity, accessibility and inclusion.	Essential	Application/Interview
Understands and responds to the needs of Barnet's diverse communities.	Desirable	Application/Interview
Promotes equitable access to services and opportunities.	Essential	Application/Interview
Collaborative		
Builds positive relationships and partnerships across services and suppliers.	Essential	Application/Interview
Promotes shared ownership, accountability and outcomes.	Essential	Application/Interview
Works across organisational boundaries to achieve the best outcomes for residents.	Essential	Application/Interview