

Employee	Job Title	Unit	Duties
Philip Hughes	Manager – Customer & Fulfilment	Transformation & Operating Model	<p>The Customer & Fulfilment Services Manager is responsible for the day-to-day operational management of the service and its teams to deliver high levels of customer service. This post is key in delivering efficiencies and maintaining the reputation of Allerdale Borough Council as an organisation that aims to deliver customer service to be proud of.</p> <p>Managing a team of advisors and Business Support Officers through three deputy team managers the post holder will be responsible for ensuring that all agreed service standards are met or exceeded.</p> <p>The post holder will work with teams across the organisation promoting good customer service and identifying and leading process improvements, ensuring collaborative and close working with the internal customers and partners</p> <p>The role requires good analytical skills with an ability to see the bigger picture and understand current and future workload demand on the service.</p> <p>Excellent performance management, negotiation and influencing skills are also required to achieve the service objectives and deliver the highest quality service delivery and customer care.</p>