

JOB DESCRIPTION

1. **Post Title:** HEAD OF CUSTOMER SERVICES AND ECONOMIC DEVELOPMENT (Hour's negotiable between 30 to 37 per week)
2. **Salary Grade:** Scale 6/SO1 Spine Points 18 – 25 (£24,982 - £29,577)
3. **Responsible to:** CEO
4. **Responsible for:** Customer Services Assistants, Economic Development and Projects Officer and Temporary staff as appropriate.
5. **Job Purpose:** To manage the Help Point and to deal with a wide range of enquiries from the public. To liaise accordingly with Mid Sussex District Council, West Sussex County Council and other partner organisations. To develop new and existing services and to ensure that a high level of customer service is maintained, service standards are met and to undertake project work. To manage and oversee all functions involved with the provision of economic growth for Burgess Hill Town Council, in order to maximise the economic potential of Burgess Hill. To ensure that any economic growth remains economically, socially and environmentally sustainable.
6. **Functional Relationships:**
 - (i) CEO to ensure service standards are met, and that strategic development, economic development and capital projects are delivered.
 - (ii) Maintenance Section Head regarding rectification works and liaising with partner organisations.
 - (iii) Corporate Services Manager regarding reconciliation of income and stock control.
 - (iv) Head of Projects regarding capital and other projects.
 - (v) External customers and representatives of partner organisations.

7. Key Activities:

- (1) To manage the Help Point and Tourism Information Centre (TIC) Service. To ensure that the Help Point and TIC is adequately staffed at all times and that customer service standards are delivered.
- (2) To manage and oversee all functions involved with the provision of economic growth for Burgess Hill Town Council, in order to maximise the economic potential of Burgess Hill and ensure that any economic growth remains economically, socially and environmentally sustainable.
- (3) To manage the Customer Service Assistants to include undertaking Performance and Development Reviews, arrange shift patterns, assist with recruitment, identifying training and development needs and evaluating the outcomes.
- (4) To manage the Economic Development and Projects Officer to include undertaking Performance and Development Reviews, assist with recruitment, identifying training and development needs and evaluating the outcomes.
- (5) To oversee the continuation and development of the Burgess Hill market.
- (6) To produce statistical reports of Help Point and customer enquiries data for both the Town Council and partners.
- (5) To manage and develop the Customer Relationship Management (CLIO) system in the Help Point and liaise with the Maintenance Section Head to develop reporting systems.
- (6) To undertake project work and seasonal research work, as required.
- (7) To manage the Electronic Point of Sale (EPOS) machine and any changes to it. To ensure that all cash and cheque reconciliation is undertaken daily and the appropriate records kept. Maintain a stock control system. Ensure the acceptance of tickets and ticket sales are administered according to procedures.
- (8) Day to day control of the allocated budgets for the Help Point miscellaneous items, Help Point staff uniforms, Help Point shop and Bridge the Gap Fund. Assist the CEO and Corporate Services Manager with drawing up the section's budget.
- (9) To liaise with surgery users and investigate ways to establish new services and partnerships for the benefit of residents and visitors to Burgess Hill.
- (10) To maintain a visitor record system for visitors to the building.
- (11) To ensure that security and cleanliness of the shop is maintained at all times.

- (12) To undertake sporadic Help Point Customer Service Surveys and analyse the results.
- (13) To publicise the Help Point by producing articles for the About Town magazine and Press Releases and ensuring that any deadlines for these are met.
- (14) To manage the dedicated Instagram account for the Help Point shop and ensure relevant materials for the Help Point, TIC and all promotions within the Help Point, are shared with the Social Communications team.
- (15) To ensure that the Help Point, TIC and Economic Development pages on the BHTC website are accurate and up to date.
- (16) To inform the CEO of any issues that the Customer Service Key Area Group needs to consider and to assist the CEO in the compilation of management and other (including committee) reports.
- (17) To attend management meetings with the CEO and hold monthly meetings with the Help Point Customer Services Assistants and Economics Development and Projects Officer.
- (18) To liaise with ATOC to ensure discount codes for concessionary fares are available to customers when they purchase railcards.
- (19) To oversee bookings of the council chamber, small meeting room and any suitable land owned by the Council.
- (20) To recognise and be aware of the requirements of the Health and Safety At Work Act 1974 as well as Fire and Safety Regulations and ensure that these are observed and regularly carried out.
- (21) To undertake such duties as may be reasonably required by the Council.