



# Ministry of Housing, Communities & Local Government

## Head of Customer Service

Grade: G7

Criteria	DDaT capability requirement	DDaT Description of skill
Customer service management	Expert	Manages customer service functions, including responding to issue reports, information requests, access. Uses results of customer satisfaction measurements to improve services and has successful relationships with customers.
Ownership and initiative	Practitioner	Takes ownership of problems and proactively resolves technical problems, ensuring that technical solutions continue to meet business requirements. Takes full accountability for actions taken and decisions made.
Problem management	Practitioner	Understands and identifies problems, analysing and helping to identify the appropriate solution. Is able to classify and prioritise problems, document their causes and implement remedies.
Service focus	Practitioner	Maintains focus on the whole life of service delivery - designs, develops, delivers and operates. Ensures that a set of IT products, suppliers and vendors come together to deliver an IT service.
Service reporting	Expert	Takes management information and consolidates agreed key performance indicators into product or service measures that underpin service management of a specific product or service.

Understanding of service management framework	Working	Has an in-depth understanding of service management framework principles and processes and the ability to apply the technical knowledge in project or programme activities.
User focus	Expert	Understands users and can identify who they are and what their needs are based on evidence. Able to translate user stories and propose design approaches or services to meet these needs and engages in meaningful interactions and relationships with users. Puts users first and can manage competing priorities.
Desirable criteria		
<b>Criteria being tested</b>	<b>DDaT capability requirement</b>	<b>DDaT Description of skill</b>
Asset and configuration management	Awareness	Conducts the lifecycle management for assets including hardware, software, intellectual property, licences, warranties. This includes managing usage, disposal, compliance, inventory, sustainability, cost optimisation and protection of the asset portfolio. Helps to improve investment decisions and capitalise on opportunities. Complies with international standards for asset management. Documents information relating to the assets including identification, classification and specification of all items and information related to storage, access, versions, etc. Is able to apply status accounting and auditing in line with relevant criteria.
Broad technical understanding	Working	This specific knowledge underpins an individual's ability to deliver the responsibilities and tasks for their role. This relates to the application of the required breadth and depth of technical knowledge. This also includes staying abreast of industry developments to make cost effective use of new and emerging tools and technologies.

Continual service improvement	Practitioner	Identifies and explores opportunities for service and business improvement. Drives the analysis, identification, prioritisation and implementation of improvements and efficiencies, thereby ensuring that the organisation derives maximum value from services. This includes recognising the potential for automation of processes, determining costs and benefits of new approaches and managing change or assisting implementation where needed.
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