

Job Description: Customer Solutions Team Leader

Job Family / Department: Contact Centre

Grade: ST2.4 (ST2.5 OPS)

Aim of role:

Aim: To achieve excellent standards of customer service and satisfaction through effective personal customer relations skills. Lead, coach and motivate a team of Contact Centre advisors to deliver departmental KPI's, targets and objectives.

Financials:

Responsibilities: (Non-Financial) Manage a team of Contact Centre advisors

Key Accountabilities:

- Lead and motivate a Contact Centre team to optimum performance levels to achieve agreed targets contributing to the company's objectives.
- Provide clear and concise direction, support and guidance to the team through effective coaching, leadership and setting of SMART objectives. Manage performance through regular, effective reviews, addressing performance issues according to the company's policies and procedures.
- Conduct development reviews and recommend training and development plans.
- Deliver all departmental KPI's, achieving set targets and objectives within the inbound, all ancillary areas, outsource and overflow services.
- Challenge processes and procedures, identify and implement improvements to enhance the customer experience or improve operational efficiency.
- Build effective relationships with other teams and departments. Communicate all information clearly and in a timely manner.
- Act as a role model to others whilst striving to achieve high standards of performance and customer service.
- Ensure full adherence to the company's Health & Safety policy and procedures.

Education Level

Please indicate which level of education is required:

Degree and postgraduate qualification/NVQ5	<input type="checkbox"/>
Degree or professional qualification/NVQ4	<input type="checkbox"/>
A Level/NVQ3	<input checked="" type="checkbox"/>
GCSE/NVQ1 or NVQ2	<input checked="" type="checkbox"/>
Other (please state): General Literacy and Numeracy Skills, NVQ in Management is 'desired'	<input type="checkbox"/>

Technical Skills and Knowledge required:

- Computer PC Literacy, Rockwell / Enterprise / Totalview, - Intermediate

Relative Experience required:

Please indicate which level of experience is required:

- Experience within a Contact Centre environment
- Basic knowledge of Social Media is 'essential'
- People Management skills

Seasoned professional with considerable experience, proficiency in a specialised field with broad knowledge.	<input type="checkbox"/>
Professional or academic, with combination of applied and theoretical knowledge, extensive practical and relevant experience.	<input type="checkbox"/>
Advanced vocational application of specialised methods, techniques, processes – on the job applied experience rather than theoretical	<input type="checkbox"/>
Vocational knowledge and insight required for practical application of methods and techniques – knowledge typically acquired through technical training.	<input checked="" type="checkbox"/>
Elementary vocational – knowledge limited to standardised work routines and methods – on the job training required.	<input type="checkbox"/>
Primary – basic knowledge through simple instruction. No experience required.	<input type="checkbox"/>

