

**JOB DESCRIPTION:**

Position:	Customer Services Team Leader
Department:	Customer Services Department
Site:	Hely Hutchinson Centre (HHC)
Hours:	35 hours per week
Reports to:	Customer Services Manager
Issued:	May 2019

JOB SUMMARY:

In conjunction with the Customer Service Manager, the Team Leader is responsible for the day to day running of the Customer Services team. The Team Leader will take responsibility for managing the work flows within the team and allocating resources to deliver excellent customer service to both publishers and customers.

RESPONSIBILITIES:**Team Management**

- Assist the team members with their personal development through identifying skills gaps via coaching/1-2-1 sessions, appraisals, training and up skilling.
- Provide support and guidance to the team.
- Coach the team in providing customer service excellence, both in the quality of service and the overall customer experience.
- Communicate effectively with the team in respect of day to day activity and of items of a more general or longer term nature, including assisting the Implementation Manager - Customer Services at daily information briefings.
- Produce and publish reports as required relating to KPIs, SLAs, productivity and volumes.
- Take responsibility for the day-to-day running of a team within the customer services department; managing the workflows within that team and allocating resources as necessary.
- Monitor team performance, taking corrective action as necessary including training and coaching. In cases of under-performance, to initiate the company performance procedures at 1st stage.

Customer/Client Relations

- Develop effective working relationships with clients and customers to become a trusted partner.
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- Be proactive in the search for continuous improvement initiatives to enhance the customer/client experience.
 - Liaise with other departments to ensure full root and branch analysis is complete when problems arise and put remedial steps in place to reduce the risk of the same problem recurring.
 - Promote a positive and inclusive attitude with other departments, customer, clients and other external parties.

Supporting go-live & Change Activity

- Participating and testing the revised customer services processes and systems (such as SAP CRM and telephony).
- Writing & amending Standard Operating Procedures (SOPs) for new processes and procedures and ensuring these are delivered in a timely fashion.
- Support, integrate and train new team members as the team grows.
- Highlight any areas where the processes could be improved or a gap in the process exists.

General

- Be a part of the customer services management team.
 - Ensure Quality, Health and Safety and Environmental standards and all related company policies are adhered to, raising any issues to the relevant parties as appropriate.
 - Take reasonable care for your own health and safety and that of others who may be affected by what you do or what you fail to do.
 - Ensure the Customer Services Manager is informed of team status at all times, including but not limited to, performance (team and individual), issues, procedural changes and potential future developments, raising any issues or concerns in a timely manner.
 - Any other duties as may be reasonably requested in line with the job role.
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PERSON SPECIFICATION:

Essential Factors	Desirable Factors
<p data-bbox="264 309 708 338"><u>Knowledge, Experience & Qualifications</u></p> <ul data-bbox="237 376 767 748" style="list-style-type: none"><li data-bbox="237 376 767 472">• Proven background in managing people or demonstrating ability to develop management skills<li data-bbox="237 488 767 555">• Proven experience in managing customer or client relationships<li data-bbox="237 571 767 638">• A thorough understanding of the customer services function within their field<li data-bbox="237 654 767 748">• Demonstrable ability to manage tight deadlines and peaks of workload whilst maintaining attention to detail	<p data-bbox="903 309 1347 338"><u>Knowledge, Experience & Qualifications</u></p> <ul data-bbox="860 376 1385 584" style="list-style-type: none"><li data-bbox="860 376 1385 405">• Experience of quality systems<li data-bbox="860 443 1385 510">• Interview techniques including recruitment, Return to Work, disciplinary and appraisal<li data-bbox="860 526 1385 584">• Previous involvement of testing and implementation of a new system or process
<p data-bbox="389 840 584 869"><u>Skills & Attitudes</u></p> <ul data-bbox="226 907 767 1444" style="list-style-type: none"><li data-bbox="226 907 767 936">• Excellent organisational skills<li data-bbox="226 952 767 981">• Keen to learn new systems and processes<li data-bbox="226 996 767 1099">• Excellent communication skills both written and verbal to internal and external contacts at all levels<li data-bbox="226 1115 767 1144">• Strong team player<li data-bbox="226 1160 767 1189">• Excellent IT skills including MS Office package<li data-bbox="226 1205 767 1234">• Numerate and literate<li data-bbox="226 1249 767 1279">• Self-motivated<li data-bbox="226 1294 767 1323">• Calm under pressure<li data-bbox="226 1339 767 1368">• Flexible<li data-bbox="226 1384 767 1413">• Reliable	<p data-bbox="1038 840 1233 869"><u>Skills & Attitudes</u></p> <ul data-bbox="860 907 1107 1070" style="list-style-type: none"><li data-bbox="860 907 1107 936">• Coaching skills<li data-bbox="860 952 1107 981">• Training skills<li data-bbox="860 996 1107 1070">• Enjoys a challenge
