



Customer Service

Team Leader



Job description – Customer Service Team Leader

Reporting to the Director of Customer Service

People responsibility:

- Direct reports = 9-11

To be based at the Telford or Stafford office. May be required to work across office locations, in line with business need.

Summary of role:

As part of the Group's wider leadership team, the Customer Service Team Leader plays an integral role in Customer Experience Directorate which enables the operational delivery of the following organisational priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The role has leadership responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things forward
- Live it – Show understanding and compassion

Key areas of responsibility:

- To manage Customer Resolution Officers and Receptionists to deliver a high-quality customer service at the first point of contact.
- To manage the delivery of the 'Same Day Repairs Service' by effectively utilising the DLO resources, to stay and repair.
- To ensure a strong positive culture is embedded within the service, demonstrating professionalism and a collaborative working environment. To ensure the values of the organisation are embedded within all staff and displayed in their working practices.
- To ensure the Quality Framework is adhered to across the service and continually improved to effectively measure the delivery of customer service, ensuring the development and coaching of staff, to strive for excellence.
- To ensure all customer communication is responded to effectively within agreed service level across social media, live chat, phone calls and emails.
- To manage the customer complaints into the service, ensuring compliance with the Complaint Handling Code, and effective resolution to all complaints for customers. Ensuring service failures are identified and resolved quickly and effectively, and that learning and service improvement is embedded within the service.
- To manage the telephony queue effectively, in terms of high call volume announcements, changes to the Interactive Voice Response (IVR), and diverts in the event of an emergency or planned meetings.

- To effectively manage resources to ensure adequate staffing levels, working alongside other team leaders to manage annual leave requests and recruitment.
- To effectively manage team members ensuring all areas of people management are carried out, such as one to one's, performance reviews, sickness management and also addressing conduct and capability issues promptly and effectively when required.
- To resolve issues that adversely affect the service delivered by the Customer Services Team and to escalate issues that are unable to be resolved to the manager.
- To monitor and manage service performance to ensure service excellence with KPIs ensuring a strong performance culture is embedded throughout the service.
- To identify service failures (such as failed communication) or blockages which prevent customers from accessing services and follow the escalation process, whilst working collaboratively with colleagues across the business.
- To ensure staff are trained on changes to process and fully equipped with an up-to-date knowledge base.
- To support the Customer Service Manager & Digital Customer Experience Specialist to develop and improve the communication platforms, as part of the modernisation of services.
- To oversee the delivery of process work, such as workflows, raising jobs, ^{third} party disclosure or damp and mould follow on work or permission requests, in a timely manner.
- To ensure accurate and timely reporting is carried out.
- To ensure that reception services are resourced and that customers and external colleagues are greeted in a professional and friendly manner.
- To develop service recovery plans, when there are service challenges and performance is below target.
- To maintain GDPR requirements by ensuring data protection security checks are carried out on all calls, incoming and outgoing.
- To ensure the service achieves high levels of customer satisfaction and maintains/ is working towards higher quartile performance.
- To work flexibly across the service operating hours, which may require some evening and weekend work.

Additional responsibilities:

- **Financial responsibility:**
 - Responsible for managing and controlling identified expenditure within agreed budgets.
 - Responsible for managing approx, £300,000 team staffing budget (£2,000,000 overall budget with other TL'S)
 - Responsible for associated running costs

- **Health and Safety:**

In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Line Manager and Safety Representative achieve our Health & Safety aims and objectives, you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5.6 and 5.7 of the Policy "Health & Safety Responsibilities".

- Responsible for ensuring that all of the Group's Health and Safety policies and procedures are fully implemented and adhered to

➤ **Data Protection:**

- To follow the Data Protection principles in all work activity
- To attend any training specific to the role regarding GDPR

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as the Customer Service Team Leader

- Role model the Group's valued behaviours; Own it, Improve it and Live it, ensuring valued behaviours are embedded in your team through effective support, recognition and performance management.
- A team working ethos with exceptional people management and team leadership skills which motivate and inspire.
- Ability to champion collaboration, break down silos and encourage a one team mentality.
- Able to communicate, support the organisation's strategic priorities, culture and purpose.
- Support the implementation of departmental plans and ensure high quality day to day service delivery.
- Experience of measuring and monitoring effective service delivery and addressing performance concerns or issues.
- Experience of contributing to organisation-wide strategic planning
- The ability to devise or contribute to encourage new ways of working in times of transition and be consistently positive about new ideas and learning.
- A sound understanding of the challenges facing the housing sector and the regulatory and legal frameworks we operate within ensuring that business risks are identified, discussed and managed.
- Strong senior stakeholder management and the ability to influence and shape organisational change.
- A strong commitment to Equality, Diversity and Inclusion.
- The ability and experience to contribute to any governance or regulatory issues which the organisation may encounter.
- Ability to work at pace.
- Skilled at negotiating and influencing, with ability to apply different techniques to varying situations.
- Able to communicate complex information in a concise and accessible way to a variety of audiences.
- Knowledgeable and up to date regarding technology and digital aspects of portfolio.

Additional specialist skills and qualifications to be successful in this role:

- Experience of working within a Customer Service environment or a contact centre (Essential)
- Ability to work in a fast-paced environment and make decisions quickly and effectively (Essential)
- Ability to develop and coach team members (Essential)
- Ability to communicate well and work collaboratively (Essential)

- Ability to lead, motivating and manage teams (Desirable)
- Experience of working in social housing (Desirable)
- Ability to demonstrate strong organisational skills, and ability to plan and meet deadlines. (Essential)
- Demonstrates a positive solution focused approach to problem solving (Essential)

Training and Development:

In line with our Group values 'Own it, Improve it, Live it' you will receive a role specific training plan to support you in the role of Customer Service Team Leader.

You will be required to complete continuous professional development, to further support your role and the Group.