	<b>Job Description</b> <b>Contact Centre Team Leader</b>	
	Document Owner: Head of Group HR Services	Document No: CCH--JD-I&SLCCTL

Version No	Revision Date	Reason for Revision
001	October 2017	Initial Version

<b>Directorate:</b> Customer Services	<b>Grade:</b> E
<b>Division</b> Independent and Supported Living (I&SL)	<b>Job Evaluation Number</b> A3038
<b>Reports To:</b> Contact Centre Manager	<b>Responsible For:</b> Customer Advisors

### **Job Purpose and Role:**

To support and assist the Contact Centre Manager in the day to day operational management of the Customer Contact Centre (CCC).

To ensure the efficient and effective delivery of call handling services providing information, advice, training and a point of escalation for Customer Advisors.


To support the development and introduction of new systems and procedures, including the digital transformation of the CCC to enhance the customer experience and service provision.

To support in delivering call handling and administrative functions during the CCC opening times.

### **Main Duties and Key Result Areas:**

#### **To support and assist the Contact Centre Manager with the following tasks:**

- Delivering great customer experiences.
- Gathering, investigating and analysing complaints and customer feedback to identify training issues and service delivery improvements.
- Developing a digital Contact Centre as an effective single point of contact for the company, capturing customer contact.
- Managing staff absence following Company procedures and updating the time and attendance system.
- Recruitment processes.
- To provide call handling and administrative support and direction to Customer Advisors, particularly during busy periods.
- To oversee the day to day call handling function and to ensure it is appropriately

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resourced to efficiently and effectively deliver a range of services to customers.

- To give direction to Customer Advisors of the priority of work activities.
- To support and collaborate with colleagues on customer (internal and external) queries which require further discussion and investigation.
- To be a point-of-contact for colleagues in discussing/resolving operational issues and provide a point of escalation for customers and colleagues when not able to resolve the enquiry to a point of satisfaction.
- To support and assist in the implementation and training (and refresher training) of the CCC in new systems and procedures including training of new staff.
- To assist in resolving and rectifying issues and problems in the CCC relating to ICT and telephone systems, escalating to ICT where required.
- To support in co-ordinating and analysing performance reports to deal promptly and effectively to identify both under performance, and good performance across the CCC both on an individual and team level.
- To develop and maintain effective working relationships with a range of internal service areas.
- To oversee the administration of all electronic correspondence handled by the contact centre, ensuring that all customer enquiries are recorded, dealt with, or passed to the relevant department.

The above is not an exhaustive list of duties. You will be required to undertake any other reasonable duties in line with the purpose and grading of the post.

The role is full time and the post holder will work a 37 hour working week Monday to Friday. However, the contact centre operates from 8am to 6pm, Monday to Friday and the post holder will be part of a rota covering these times.

### **Dimensions:**

#### **Management responsibility**


Responsibility for a staff group of up to 15.

#### **Financial responsibility**

No financial responsibility.

#### **Resource responsibility**

Responsibility for information, tools and or equipment.

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### **Environment:**

ALL employees will be expected to:-

- Live the Company values being fair, forward-thinking, accountable, customer focussed, open, transparent, proud and passionate, so that the highest standards of customer care can be achieved.
- Be committed to diversity and inclusion of all.
- Contribute to development of and strive to meet departmental, team and individual targets.
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement.
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures.
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so.
- Promote value for money and continuous improvement within the service area.
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences

Managers of staff will also be expected to:-

- Deliver departmental projects and initiatives as identified in the corporate and departmental plans.
- Lead, manage and motivate staff, apply the staff appraisal and development scheme, one to one performance feedback discussions and ensure that staff attend identified training.
- Monitor service delivery and progress towards targets to ensure standards are met and where possible exceeded.
- Ensure compliance with Health & Safety legislation, policy and procedure; for example, completion of Risk Assessments/ Method Statements and Accident Investigations, ensure the correct number of First Aiders are in the team and promote compliance with mandatory training requirements.
- Effectively manage physical, human and financial resources allocated as your responsibility.
- Accept and exercise responsibilities identified in Company policies and procedures, particularly for compliance with health and safety.

Signed: ..... Date: .....

Print Name: .....



## Person Specification Contact Centre Team Leader

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Attribute	Detail	Criteria		How Identified				
		Essential	Desirable	Application Form	Interview	References	Test	Score
<b>Skills/Abilities</b>	Able to train and motivate staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Excellent IT Skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Excellent communication skills both written and oral	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
	Plan, prioritise and manage a varied workload often working to deadlines with a calm and professional manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Effectively deal with challenging situations and make judgements based on information received	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Able to work independently with a pro-active approach to make decisions, recognise and resolve problems	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<b>Knowledge</b>	Knowledge of Microsoft Office packages	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	General knowledge of housing management and repairs and maintenance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Knowledge of the digital transformation agenda and new ways of working e.g. CRM and Self-Serve	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Experience</b>	Experience of working towards targets in a performance based environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Experience of delivering excellent customer service in a customer contact centre environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



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	Experience in working effectively with internal and external staff, stakeholders and partners	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Experience of leading a team, supporting team development and performance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Qualifications	Good standard of education (NVQ level 2/GCSE's or equivalent) or exempting experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Staff Management Qualification (i.e. Supervisory/Management NVQIII/BTEC/ILM)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Customer Service Recognised Qualification (i.e. NVQ or QCF in Customer Service)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Personal Attributes/ Circumstances	Flexible and open to change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Professional and customer orientated approach	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Effective team worker	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Committed to inclusion, equality and diversity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Aligned to the aims and values of the Company	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Committed to personal and professional development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Proactive and committed to continuous improvement in service delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Collaborative approach: one company, one team.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



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	Focused on leading, empowering and motivating employees.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Committed to team development and identification of on-going training needs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Willing to take ownership and be accountable for decisions and actions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Ensures decisions and actions are in line with Company values, policies and guidelines	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	