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| Job Title: Customer Relations Team Leader |  |
| Purpose: Lead Nexus Customer Relations team | |
| Safety Rating: Not Safety Related | |

Remuneration: Salary Band 4

1. **Principal areas of responsibility**

- 1.1 To lead the Customer Relations team to ensure effective and efficient handling and reporting of all customer contact ensuring appropriate responses are given within timescale.
- 1.2 Handling complex customer issues which may include liaising with Rail Ombudsman, Transport Focus and Penalty Services Ltd to ensure a satisfactory outcome.
- 1.3 Drive customer satisfaction through effective complaint root cause analysis.
- 1.4 Assist the Customer Relations Manager in the production of accurate and timely performance reports.
- 1.5 Liaise closely with key stakeholders including Nexus departments, local authorities and other relevant organisations to support the departments work.
- 1.6 Ensure calls and visitors are managed in a prompt and efficient manner.
- 1.7 Manage Personal Development Reviews, disciplinary and welfare of CR department staff.
- 1.8 Deputise for the Customer Relations Manager where appropriate and undertake any other reasonable duties.
- 1.9 Ensure associated department legislation and obligations are embedded and executed proficiently to safeguard compliance.
- 1.10 Support the onboarding process for new employees within Customer Relations.

2. **Dimensions**

2.1 **Communications**

- 2.1.1 Monitor standards of verbal and written communication by staff to continually improve quality standards.
- 2.1.2 Communicate effectively with all staff within the department to ensure that objectives are met and provide the required support.
- 2.1.3 Develop relationships with key stakeholders including Nexus departments, local authorities and other relevant organisations.

2.2 Decision Making & Problem Solving

- 2.2.1 Be pro-active and use own initiative to solve problems as they arise for areas of responsibility.
- 2.2.2 Adopt a logical approach to determine the best solution to resolve any issues effectively and safely.
- 2.2.3 Have a good working knowledge of Nexus policies and Government legislation relevant to the role.
- 2.2.4 To effectively resolve complaint escalations, using professional experience, judgement and knowledge of Nexus policies to reach a satisfactory conclusion, including liaison with external consumer organisations when necessary.

2.3 Initiative & Independence

- 2.3.1 Be able to work alone on Principal Areas of Responsibility, using initiative to proactively drive forward projects.
- 2.3.2 Plan and organise workload for self and staff, with access to the relevant systems for support and guidance on more challenging issues.

2.4 Resources

- 2.4.1 To produce customer feedback periodic summary reports for internal stakeholders, from departmental systems.

2.5 People

- 2.5.1 To provide supervision to the Customer Relations Supervisor (1 FTE), and wider team within the department (13.5 FTE) to ensure that appropriate standards of customer service and performance are delivered.
- 2.5.2 Effectively manage relationships with internal and external stakeholders.

2.6 Health & Safety

- 2.6.1 Ensure staff operate in a safe manner in accordance with Risk Assessments for their roles.
- 2.6.2 Have good working knowledge of Health and Safety legislation relevant to the role.

3. Statutory Duties

- 3.1 N/A.

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| Job Title | Customer Relations Team Leader |
| Job Evaluation date | |
| Grade | |
| Compiled by | |
| Validated by | |

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