



*Be part of our Story*

## **Customer Relations Team Leader**

**1 x Permanent and 1 x 18 months fixed term contract**

**Salary Circa £33,000**

We have a great opportunity for you to join our Customer Relations team as a Team Leader. You will lead an experienced team of Customer Relations Assistants to ensure effective and efficient handling and reporting of all customer contact, ensuring high quality standards are met and that appropriate responses are given within timescales.

You will handle complex customer issues which may include liaising with the Rail Ombudsman, Transport Watchdog and Penalty Service Ltd to ensure a satisfactory outcome.

Your role will involve the production and analysis of data, compilation of reports and liaison with internal and external stakeholders to ensure that all services are delivered as efficiently and effectively as possible.

You will provide robust supervision and support the team to continuously improve and meet key stakeholder's objectives.

### ***Typical Day***

- Monitor incoming enquiries and ensure that appropriate action is taken.
- Provide direct line management to a team of Customer Relations Assistants and undertake regular supervisions.
- Act as the secondary focal point for any cases that have been escalated to the Rail Ombudsman.
- Supervise written and electronic correspondence by staff to ensure specified standards are met.
- Provide regular reports on departmental statistics and performance.
- Liaise with relevant internal and external stakeholders to ensure activities run smoothly.
- Be pro-active and use own initiative to solve problems as they arise for areas of responsibility.
- Develop and update working practices to ensure efficient and effective procedures are followed.
- Offer training and support to Customer Relations Assistants.

## **About You**

- Previous supervisory experience.
- You can communicate with all levels of people with a customer focussed approach.
- You thrive on working in a fast-paced varied environment and can meet deadlines.
- Understand Data Protection regulations and the requirements around confidentiality and keeping sensitive information secure.
- Have experience using Microsoft Office and can adapt well to new systems.

## **Job Details and Benefits**

- This is a Monday to Friday job.
- You'll work a 36 hour week.
- You'll be part of a generous pension scheme.
- 28 days annual leave per year, bank holidays and time off for volunteering too.
- Enjoy travelling for free in Tyne and Wear with our enhanced travel benefits.
- You will have the opportunity to contribute to a health cash plan that will contribute towards dental costs, optical, and lots more.
- Access to our reward app with over 1000 plus high street discounts on groceries, holidays and days out.
- We like to grow our own colleagues (not literally of course!), so when you're ready for the next step in your career, we can help develop you

***Please detail within your application whether you would like to be considered for the permanent position or the 18 month fixed term position.***

***Find out more by visiting our website [www.nexus.org.uk](http://www.nexus.org.uk) to see our Customer Relations Team Leader Job Description and also how to apply before 9 December 2024 at 8:00am.***