

## Role Profile

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| <b>Role Title:</b>      | Team Leader   |
| <b>Department:</b>      | Customer Hub  |
| <b>Role Purpose:</b>    | As part of the management team, deliver a wide ranging first class contact centre experience to our diverse customer base in a fast-paced environment, using engagement, coaching and performance management to deliver high standards and the achievement of stretching KPI targets. |
| <b>Reporting to:</b>    | Customer Hub Manager  |
| <b>Responsible for:</b> | Customer Services Officers  |
| <b>Checks:</b>          | Basic DBS & Social Media Check  |
| <b>Role Level:</b>      | <u>Front Line Manager</u>   |

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| <b>Key Role Responsibilities</b> | <ul style="list-style-type: none"> <li>• Provide daily management to a large group of officers who are dealing with significant volumes of inbound customer queries and requests through a variety of customer channels, including: <ul style="list-style-type: none"> <li>○ Telephone (primary source)</li> <li>○ Email</li> <li>○ Chat</li> <li>○ Social Media</li> <li>○ Connect – Colleague App</li> </ul> </li> <li>• Undertake regular 'floor walks' and monitoring of call demand systems to ensure the team is delivering a first-class service to our customers and emerging issues are dealt with quickly.</li> <li>• Coach Customer Officers and Housing Officers to drive up levels of performance, quality and customer service.</li> <li>• Use data, call recordings and outbound communications to monitor trends, patterns and act on these with your team to improve performance.</li> <li>• Keep up to date with changing processes relating to housing and implement these across colleagues in the Hub, ensuring they are embedded.</li> <li>• Ensure future resource levels are in place through effective management of absence systems.</li> <li>• Undertake regular performance appraisal of your team, listening to calls and analysing their performance statistics.</li> </ul> |
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|   | <ul style="list-style-type: none"> <li>• Undertake capability and disciplinary investigations where required using our agreed policies, making early informal interventions where possible.</li> <li>• Manage short and long term sickness absence cases and referrals to occupational health and other support.</li> <li>• Ensure that the health and safety of the team is maintained, ensuring that DSE assessments, online learning and the wellbeing of colleagues is monitored and managed.</li> <li>• Drive continuous improvement through coaching and performance management.</li> </ul>  |
| <b>Education, Qualifications and Training</b> | <ul style="list-style-type: none"> <li>• Educated to a good standard of literacy and numeracy. English &amp; Math's GCSE or equivalent essential, Grade C / Level 4 or above.</li> <li>• In house or external supervision/management skills training.</li> <li>• Call centre training in areas such as customer services / call handling / negotiation skills / 1<sup>st</sup> time resolution.</li> <li>• Housing qualification (desirable)</li> </ul>  |
| <b>Knowledge and Experience</b>               | <ul style="list-style-type: none"> <li>• Proven experience of supervising/managing in a high volume and fast paced telephone driven customer services environment.</li> <li>• Proven experience of using CRM databases.</li> <li>• Experience of analysing data and work outputs to affect performance improvement, resource availability and achievement of SLAs.</li> <li>• Knowledge of the social housing sector in at least one or more of its key areas of focus (ASB, Income, Estates, Lettings, Neighbourhood Management) or willingness to acquire this knowledge of Midland Heart processes in these areas.</li> <li>• Excellent Microsoft Office skills, to include Word and Outlook.</li> <li>• Experience of resource allocation in a call centre environment.</li> <li>• Proven experience of recruitment, performance management and planning.</li> <li>• Experience of listening to calls and providing effective coaching and training to resolve any underlying issues.</li> <li>• Experience of managing change across large numbers of colleagues and ensuring this is understood and embedded.</li> </ul> |
| <b>Role Specific Skills &amp; Behaviours</b>  | <ul style="list-style-type: none"> <li>• Leads colleagues by example, with high personal standards of customer service skills and professionalism.</li> <li>• Proactive and quickly reviews issues as they arise, setting clear</li> </ul>   |

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|  | <p>expectations and behaviours required of colleagues</p> <ul style="list-style-type: none"> <li>• Ability to interpret and make decisions through the effective analysis of large amounts of changing data.</li> <li>• Target driven, continually seeking ways to improve and develop colleagues to achieve great results.</li> <li>• Excellent verbal and written communication skills.</li> <li>• Active listening skills.</li> <li>• Team player who works collaboratively with peers both within their own team and across a wider organisation.</li> <li>• Ability to see information and get to the central issue(s) quickly.</li> <li>• Solution focused</li> <li>• Empathetic to the customers' needs and situations</li> <li>• Experience of working with customers from diverse and wide ranging socio-economic backgrounds, in particular social housing (desirable).</li> <li>• Comfortable working in a high demand, pressurised and changing environment.</li> <li>• Excellent team skills which seek to support others in delivering first class customer services to customers.</li> <li>• High levels of attention to detail against a high demand workload.</li> <li>• Resilient with experience in use of supporting colleagues with tools and techniques to switch off following what can often be difficult working days depending on the nature of calls being handled by their teams.</li> <li>• Understanding and commitment to the principles of equality and diversity.</li> </ul> |
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