

Job title:	Customer Service Team Leader
Reports into:	Customer Service Operations Manager
Direct reports	Senior Customer Service Advisors, Customer Service Advisors
Department / Location:	Customer Contact Centre, Hertford
Role purpose:	<ul style="list-style-type: none"> ▪ The management of a team of Customer Service Advisors (CSA) in the Customer Contact Centre including recruiting, training, managing, motivating and coaching CSAs to ensure the team provides a responsive, customer focused service ▪ Overseeing the performance of the team and individuals in line with organisational targets and standards, both qualitative and quantitative, and identifying learning and development needs to ensure the highest quality customer experience is delivered by the team ▪ Ensuring a high quality customer experience is delivered by the team and ensuring the smooth running of the Customer Contact Centre

Key responsibilities and Accountabilities

- Deal with calls and enquiries that are escalated due to complexity or challenging behaviour and ensure satisfactory outcome
- Provide cover on the telephones when necessary, ensuring sufficient resources are available in liaison with the Head of Customer Services and Contact Centre management
- Monitor performance, acknowledging good work and dealing with unsatisfactory performance in line with policy and procedures
- Monitor Customer Satisfaction and take action to address negative feedback, providing positive solutions and improve performance
- Manage and complete complaint investigations for the Contact Centre team, addressing the needs of the customer, implementing service improvements and identifying any development needs
- Promote the customer service ethos at all times, demonstrating a problem solving, resolution focused approach and the ability to deal with more complex or challenging cases
- Support discretionary decision making where appropriate
- Provide clear and accurate performance information
- Understand the customer and the role and responsibilities of Network Homes
- Manage, support and motivate the team, empathising with them particularly when dealing with challenging situations
- Effectively manage Contact Centre resources in line with customer demand, understanding call profiles, producing staff schedules, managing adherence and updating the workforce management system to ensure achievement of Contact Centre performance targets
- Be seen as fair and consistent, and represent the organisation in a positive light
- Proactively participate in staff engagement activities; e.g. roadshows, staff conferences, café consultations / people management group sessions and managers' events
- Embrace, champion, role-model and uphold the culture, values and behaviours that drive the achievement of the organisation's ambitions and goals

Standard responsibilities

Adopt and comply with Network values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health & Safety
- Data Protection, privacy and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity

No role profile can cover every issue which may arise within the post at various times. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described.

Person Specification

Education

- A good standard of education commensurate to the level of the job and the knowledge and skills required

Knowledge and skills required

- Understanding of the role of a Customer Contact Centre within Social Housing
- Basic knowledge of rents and service charges, repairs, ASB and housing management, dealing with associated complaints and issues
- Good IT skills, preferably with exposure to CRM systems
- Strong planning and organisational skills
- Excellent communication skills, both verbal and written
- The ability to understand and collate performance information and to make decisions confidently

Experience required

- Experience of working in a pressurised customer services environment and contact centre
- Experience of managing a team of front line staff
- Experience of setting targets and standards to drive up performance around customer service
- Experience of managing resources in a contact centre environment in line with call delivery profile and managing adherence to meet Contact Centre SLAs

Additional Information

- A flexible approach is needed with occasional work outside standard hours when this is required by the business

Organisational Competencies

We want to make Network a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the four HART behaviours:-

Hungry – I am ambitious to succeed

- Optimistic: I am can-do and focussed on what can be done
- Creative: I find new ideas and solutions to challenges
- Bold: I get out my comfort zone and try new things
- Motivated: I welcome feedback and want to succeed

Accountable – I take personal ownership and responsibility to get things done I make things happen by empowering and delivering through the team and using resources effectively

- Resilient: I work hard to make things happen
- Disciplined: I am realistic and do what I say I will do
- Personal ownership: I take ownership of an issue until it is resolved
- Confident: I make decisions that are within my remit

Respect – I treat everyone with respect and understanding I arrive on time and take full part in meetings

- Prepared: I arrive on time and take full part in meetings
- Communicator: I listen to others and work hard to communicate well
- Responsive: I always answer a ringing phone and respond quickly
- Self aware: I put myself in others' shoes and understand how my actions impact on others

Together – I am proud to be one team

- Positive: I talk positively about Network Homes as one team
- Proactive: I put myself forward and build great relationships
- Supportive: I support and recognise the contribution of others
- Role model: I genuinely believe I make the difference