

Job Description

Role Title	Team Leader –Extended Hours Team
Job Family & Category	Customer Excellence, Assistant Manager
Team	Advice Centre
Line Manager	Assistant Advice Centre Manager
New/ Existing Role	New
Perm/ Fixed Term	Permanent
Job Purpose	<p>The extended hours team provide telephone and online based energy advice to a wide range of householders in Scotland to motivate and enable them to take action to reduce their fuel bills, cut carbon emissions and make their homes warmer and more comfortable.</p> <p>The role will include responsibility for operational planning, supporting and managing the advisors and working closely with the customer experience officer to ensure excellent overall customer experience.</p>
Resource and Management Responsibilities	<ul style="list-style-type: none"> ▪ People Responsibilities
Key responsibilities	<p>People management</p> <ul style="list-style-type: none"> ▪ Manage and optimise the performance of a team of telephone advisors, in relation to absence and targets and employee development. This will include prioritising and allocating workflows, call and email queues to ensure the service meets its targets. ▪ Work closely with the customer experience officer to improve the quality of advice and service provided to customers by leading the development of advisors, including providing guidance, updated information and communications, support, and coaching. ▪ Support the improvement of the quality of information, advice and service provided, implementing change using feedback from customers. ▪ Develop the team through ongoing employee coaching. ▪ Manage day to day team performance and activities holidays/sickness/rotas etc. ▪ Ensure deliverables and key performance indicators (KPIs) are achieved. ▪ Implement new service offerings within the advice team, ensuring

	<p>staff are trained and routine reports agreed upon and implemented alongside processes and procedures.</p> <ul style="list-style-type: none"> ▪ Ensure a consistent approach to delivery by working closely with other team leaders in the department for the varied service offerings. <p>Analysis and Reporting</p> <ul style="list-style-type: none"> ▪ Create reports and systems to maintain and monitor against achievement of KPI targets. ▪ Produce routine and ad hoc management reports. ▪ Manage and monitor trends for key stakeholders and developing reports to demonstrate continuous improvement for complaints generated by agreed stakeholders. <p>Stakeholder Engagement</p> <ul style="list-style-type: none"> ▪ Support the handling of customer feedback and complaints. This will include handling difficult customers, dealing with escalated complaints, identifying trends and addressing training needs with support from the customer experience officer. ▪ Liaison with key Home Energy Scotland (HES) staff to keep customer journeys moving efficiently and professionally between core and extended hours. ▪ Review and report on any recurring problems including difficulties with working relationships with third parties, which merit further investigation. ▪ Inform management on policy or operational matters, regularly presenting actions and deliverables. ▪ Ensure effective, rapid communication is maintained with other internal teams specifically the HES and loans and grants teams. ▪ Participate in HES meetings (where required) such as operations manager meetings, dashboards.
<p>Knowledge, skills and qualifications required</p>	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Self-starter with ability to work with minimal supervision. ▪ Demonstrated experience of operational management and managing employees. ▪ Demonstrated experience of delivering high standard of customer service. ▪ Excellent numeracy skills. ▪ Working knowledge of Microsoft Office suite. ▪ Strong experience of working in a target-driven environment. ▪ Proven experience of continuous improvement and documenting processes.

	<ul style="list-style-type: none"> ▪ Motivation to work and lead a winning team. ▪ Significant contact centre experience. ▪ Excellent ability to communicate effectively at all levels (verbal and written). ▪ A willingness to learn about, engage with and support our efforts to become a more diverse, inclusive and equitable organisation.
	<p>Desirable:</p> <ul style="list-style-type: none"> ▪ Experience of using a database on a menu driven multiuser system. ▪ Knowledge of energy efficiency issues. ▪ Knowledge of managing complaints in a multi-service offering advice role. ▪ Familiarity of Scottish Geography.