

Job Description

Role Title	Team leader
Job Family & Category	Customer excellence: assistant manager/coordinator
Team	Services Delivery
Line Manager	Programme manager
New/ Existing Role	Existing
Perm/ Fixed Term	Permanent
Resource and Management Responsibilities	<ul style="list-style-type: none"> ▪ People Responsibilities- 9 advisors
Job purpose	<p>The role will include responsibility for operational planning as well as supporting and managing the advisors in the Services Delivery team. In addition to this, working closely with the customer experience officer to ensure an excellent overall customer experience.</p> <p>The role will optimise the performance of the team, through coaching to achieve all programme deliverables, key performance indicators (KPIs) and service level agreements (SLAs) whilst working closely with the programme manager to identify and implement service improvements.</p> <p>Their primary focus will be call handling, ensuring KPIs are achieved, and liaising with the management team on call volumes and resources.</p>
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 development. This will include prioritising and allocating workflows, managing call queues both inbound and outbound, to ensure the service meets all programme KPIs and SLAs. ▪ 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 to customers by working with the customer experience officer to identify trends from regular, routine, and additional call monitoring as required (meeting CX team deadlines), analysing the results and providing effective feedback/coaching to individuals. ▪ Provide cover for the customer experience officer to manage call monitoring commitments while they are delivering training or other

commitments.

- Develop the team through ongoing employee coaching.
- Manage day-to-day team performance and activities:
 - holidays/sickness/rotas etc.
 - Ensure all telephony-related deliverables and KPIs are achieved across the Services Delivery team.
 - Monitoring advisor performance/targets via the advisor dashboard, identifying advisors who need additional support or performance management action plans.
 - Implement new service offerings within the team, ensuring staff are trained and routine reports agreed upon and implemented alongside processes and procedures.

Analysis and Reporting

- Create reports and systems to maintain and monitor against achievement of KPI and SLA targets across the Services Delivery team.
- Produce routine and adhoc management reports.
- Liaise with and prepare reports for the Programme Manager on individual performance for formal reviews & meetings.

Continuous Improvement

- 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.
- Challenging the status quo and identifying alternative solutions for improvement to efficiency and accuracy.
- Review and report on any recurring issues or trends and inform the Programme Manager of operational matters, regularly presenting actions and deliverables.
- Represent Energy Saving Trust at contact centre/customer service forums (CCA) and ensure advisors make the best use of forums, podcasts, conferences, and events, and embed best practice learnt from membership events regularly throughout the year.
- A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.

Within one month you will:

- **Team performance management:** Initial assessment of team performance, identifying immediate areas for improvement in absence, targets, and development.
- **Collaboration with CX officer:** Begin collaborating with the customer experience officer to understand the current quality of advice and service.
- **Call monitoring:** Starting regular call monitoring to identify trends and provide initial feedback to advisors.

- **Employee coaching:** Initiating ongoing coaching sessions to address immediate training needs.
- **Performance tracking:** Setting up systems to monitor advisor performance via the dashboard, identifying those needing support.
- **Reporting:** Creating initial reports on team performance and KPI/SLA achievements.
- **Customer feedback handling:** Addressing immediate customer feedback and complaints, identifying quick wins for improvement.

Within three months you will:

- **Improved quality of service:** Enhanced quality of service through continuous collaboration with the CX officer and regular feedback sessions.
- **Effective call monitoring:** Established routine call monitoring, with detailed analysis and effective feedback mechanisms in place.
- **Performance management:** Implementation of performance management action plans for underperforming advisors.
- **Comprehensive reporting:** Regular production of detailed management reports, highlighting trends and areas for improvement.
- **Customer feedback integration:** Systematic handling of customer feedback and complaints, with trends identified and addressed in training sessions.

Within six months you will:

- **Improved quality of service:** Significant improvement in the quality of service, with positive customer feedback.
- **Robust call monitoring:** Established call monitoring processes, with continuous improvement based on detailed analysis and feedback.
- **Ongoing development:** Continuous development of advisors through regular coaching, leading to a highly skilled team.
- **Proactive performance management:** Proactive identification and support for advisors needing additional help, with effective performance management plans.
- **Insightful Reporting:** Regular, insightful reports provided to the Programme Manager, aiding in strategic decision-making.
- **Continuous improvement:** Ongoing efforts to handle customer feedback, challenge the status quo, and implement alternative

	<p>solutions for efficiency and accuracy.</p> <ul style="list-style-type: none"> ▪ Representation and best practices: Active representation at contact centre/customer service forums, with best practices regularly embedded in the team. ▪ Diversity and inclusion: Demonstrated commitment to diversity, inclusion, equity, and sustainability within the team and organisation.
<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 managing employees/operational management. ▪ Experience delivering a high standard of customer service. ▪ Excellent numeracy skills. ▪ Good IT skills (Microsoft Office suite, Internet, use of databases). ▪ Strong experience of working in a target-driven environment. ▪ Proven experience of continuous improvement and documenting processes. ▪ Motivation to work and lead a winning team. ▪ Contact centre experience. ▪ Ability to effectively communicate both orally and in writing with internal and external stakeholders. <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Experience of using a database on a menu driven multi-user system. ▪ Knowledge of managing complaints in a multi-service offering advice role. ▪ Ability to work without direct supervision at times in a multi-task environment using own initiative and working within time limits.