

Role Purpose: Manage and develop a team of Customer Service Representatives (CSRs) through support and guidance. Driving productivity and service to agreed standards, as well as providing a culture of engagement and development. Able to focus the team on key phone skills, tasks, as well as an ability to manage our written communications of email, webchat and social media. Ensuring we consistently provide a superior level of service whilst working in line with company policy and procedure.

Function / Business Unit: Contact Centre

Location: Bridgwater Contact Centre (some remote working required)

Reporting Line: Team Performance Manager

Key Accountabilities / Responsibilities:

- Focussed on supporting department KPI's/SLA's and responsible for ensuring their team of CSRs achieve their targets, in particular AHT
- Driving performance and quality in all channels, including Emails, Webchat, social media, calls and back office customer support.
- Focus on operational efficiency, through process improvements and first contact resolution.
- Take responsibility for the training, development and coaching of all team members. Aim for excellence, to develop all team members to the best of their abilities
- Lead regular team meetings, probationary reviews, monthly 1-2-1 reviews and appraisals with CSRs; create development and career plans
- Leading by example and being quick to address conduct concerns. Ensure that standards are upheld with a focus on our customers and supporting a friendly/professional culture
- Record teams performance and produce a monthly report; take corrective action and lead performance improvements
- Manage all HR/ER matters for all team members, including disciplinary action
- Develop a thorough understanding of all internal procedures, company/department objective and promotional activity. Ensure all team members are kept up to date with clear and effective information provision. Including compliance with GDPR, PCI and safety standards
- Ensure Fire Warden and First Aider responsibilities are carried out in line with company standards
- Provide support and cover for all operational areas, including opening and closing, of the contact centre

Required Skills & Experience:

- Experience in a customer services environment would be beneficial
- Driven by achieving and exceeding targets and developing their team to do this
- Experience of leading a team, to cover multiple channels, in particular emails, webchats and phone calls.
- Extensive Customer service experience, with a passion for customer satisfaction
- Excellent leadership, motivational and coaching skills
- Team oriented; able to inspire and motivate a team by focusing on morale and engagement
- Excellent organisation and time management skills; able to deliver on deadlines and delegate tasks effectively
- Proactive and always looking for ways to improve performance and processes
- Works well in a fast paced environment both as part of a team and independently
- Able to learn quickly on the job; adaptable to a changing environment
- Good IT skills to include; Email, word processings, spreadsheets and Gsuite.

Behaviours:

Leading - Provides excellent leadership through motivating and developing others to achieve high performance. Conveys a clear sense of organisational goals and values to others

Teamwork and Relationship Building – Understand the importance of working collaboratively. Proactively identifies new or important professional working relationships and works to develop them over time. Identifies working relationships between others within group or team situations and promotes effective development of those relationships

Customer Focus A clear understanding of customer needs and proposition. A passion for delivering customer satisfaction across all channels

Interpersonal Skills - Able to get along with, encourage and build relationships with stakeholders while remaining productive and reaching the end goal. Diffuses even high-tension situations; treats others with respect, patience, and consideration. Builds constructive and effective relationships

Planning and Organising - Understands own and business priorities. Plans effectively and monitors progress towards achievement of plans. Investigates possible roadblocks and develops contingencies to redirect tasks so momentum is not lost

Drive and Motivation - Pursues everything with energy, drive and a need to finish. Can be counted on to exceed goals. Seizes more opportunities than others dependably achieves what he or she sets out to do, and expects others to do likewise

Problem Solving - Identifies and evaluates problems and possible causes to determine root causes and impacts. Researches issues thoroughly and uses sound judgement. Uses expertise in policies and procedures to make recommendations
