

**Role Purpose:** Reporting directly to the Head of Customer Experience, this role is responsible for overseeing the day to day management of their Team Leaders and operational aspects of a busy Contact Centre. Motivating and inspiring the team to achieve departmental KPIs, whilst ensuring compliance of all processes and procedures; and managing the overall performance of their team. Identifying and analysing training, process and quality needs in order to further enhance our customer service offering, with the customer at the heart of decision making.

<b>Function / Business Unit:</b> Contact Centre	<b>Location:</b> Bridgwater head office (some part time remote working)
<b>Reporting Line:</b> Head of Customer Experience	<b>Budget Responsibility:</b> N/A
<b>Team Management:</b> Responsible for Contact Centre Team Leaders, 3-6 direct reports	
<b>Key Accountabilities / Responsibilities:</b> <ul style="list-style-type: none"> <li>- Managing a team of contact centre team leaders, Team Leader appraisals and performance management. Ensuring consistently in performance across all Team Leaders</li> <li>- Ensure the day to day operational smooth running of the Contact Centre, through a period of change and growth, ensuring that all teams are working effectively and efficiently to achieve business, colleague and customer KPI's</li> <li>- Drive all levels of performance within teams, including call performance, emails, webchat, social media, tasks, average handling times, attendance and compliance towards an agreed set of KPI's.</li> <li>- Developing and implementing regular initiatives that maintain high levels of employee engagement across the department.</li> <li>- Disciplinary and grievance management as necessary, as well as expanding and developing the skills of others.</li> <li>- Responsibility for managing changes to ensure it is communicated, embedded and maintained effectively.</li> <li>- Work closely with both the Training and Development Leader to ensure best fit training is carried out and succession plans are in place; and also with the Resource Manager to ensure the right resource at the right time and best planned rotas.</li> <li>- Work with the Continuous Improvement Manager to ensure the service levels and processes are efficient and they are delivering agreed KPI's.</li> <li>- High Level complaint resolution/handling</li> <li>- To step into the overall CC leadership role in the absence of the Head of Customer Experience</li> </ul>	<b>Required Skills &amp; Experience:</b> <ul style="list-style-type: none"> <li>- Proven experience in getting the best out of others through encouragement, training, coaching and imparting the correct knowledge, skills &amp; behaviours to ensure success</li> <li>- Proven track record managing high performing teams in a fast paced, customer focussed environment is essential</li> <li>- Proven ability to drive a culture of customer-centricity across the department, and ensure all actions result in added value for our customers</li> <li>- Flexibility to adapt to an ever changing environment with experience in implementing and embedding change and new ideas with a positive and proactive outlook</li> <li>- The skill to understand and communicate requirements with a clear, positive and customer-focused message</li> <li>- Show strong skills in analytical thinking using KPI data to help make the right decisions for the future of the customer service offering</li> </ul> <b>Behaviours:</b> <p><b>Teamwork and Collaboration</b> - 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</p> <p><b>Customer Focused</b> - Proactively seeks customer feedback to adjust and modify service strategy within own area. Manages customer expectations and develops solutions to meet customer needs</p> <p><b>Communication</b> - Communicates clearly, articulately and with conviction when speaking with an individual or before a group. Adapts content and style to their audience.</p> <p><b>Leading</b> - Provides excellent leadership through motivating and developing others to achieve high performance. Conveys a clear sense of organisational goals and values to others</p>

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	<p><b>Drive and Motivation</b> - 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.</p> <p><b>Problem Solving</b> - 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 for addressing these.</p>
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