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| Job Description |

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| Contact Centre Team Leader |

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| 16/10/2017 |

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| Connect Assist  Unit 9, Cefn Coed Parc  Nantgarw  Cardiff CF15 7QQ  [www.connectassist.co.uk](http://www.connectassist.co.uk) |

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| **Dee Underhill** |
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| Contact Centre Team Leader Job Description |

JOB PURPOSE

* To provide a high level of customer service, assisting with customer enquiries and complaints, whilst also overseeing a team of customer service advisors.
* To coach, develop and motivate the team and monitor their performance on a daily, weekly and monthly basis to ensure all personal targets are being achieved in accordance with QMS.
* To ensure adherence to departmental KPI's and SLA's are adhered to at all times.
* To undertake 121's, meetings, appraisals and to adhere to HR procedures in accordance with company policy.
* To ensure adequate resource is available to meet customer and contract needs.

DUTIES AND RESPONSIBILITIES

These may vary according to the type of contract, but tasks will generally involve:

* setting and meeting performance targets for speed, efficiency, sales and quality;
* managing the daily running of the Contact Centre;
* the delivery of an inbound and outbound service as and when required, with a view to maintaining compliant service delivery
* liaising with supervisors, other team leaders, team members, external customers and other colleagues to gather information and resolve issues;
* following the Quality Management System, to improve quality and minimise errors
* reviewing the performance of staff, identifying training needs and planning training sessions;
* handling the most complex customer complaints or enquiries;
* organising staffing, including shift patterns and the number of staff required to meet demand;
* Improving performance by raising efficiency.
* managing compliance to HR policies for Contact Centre staff
* ensuring the office is adequately prepared and organised for the arrival of staff and any visitors
* reporting findings/results to management on a regular basis, putting forward ideas and recommendations concerning the development of staff and the improvement of procedures and policies currently in place
* developing constructive and cooperative working relationships with colleagues

This role is expected to undertake the following responsibilities within the context of the ISMS:

* Reviewing and feeding back into policies
* Reviewing and feeding back into incidents, weaknesses, events and non-conformities
* Reviewing and agreeing follow up actions within the Risk Register
* Management of other roles, including ensuring that they are fulfilling their responsibilities
* Provision and allocation of resources and training, as required, to operate the ISMS

Maintain compliance to all Business Management Systems, including but not limited to, ISO 9001 Quality Management System, ISO 14001 Environmental Management System and ISO 27001 Security management System

DISCLAIMER

This job description describes the principle and main elements of the job as it currently exists. It is not a

permanent schedule and does not form part of the contract of employment. Any changes to this job

description will be made in consultation with the relevant individual.

PERSON SPECIFICATION

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|  | ESSENTIAL  The qualities without which a post holder could not be appointed | DESIRABLE  Extra qualities which can be used to choose between candidates who meet all the essential criteria | METHOD OF ASSESSMENT |
| QUALIFICATIONS | * Good Standard of Education * At least 2 years experience in a similar role. | Competence in the Welsh Language | Certificates |
| EXPERIENCE | * Delivering a telephone and / or online based service * supervisory experience |  | Application Form  Interview  References |
| SKILLS | * IT literate with full working knowledge of MS Office Suite Planning and co-ordinating * Coaching & Developing staff * Delivering customer focused services * Excellent communication and interpersonal skills * Reflection and analytical skills * Sound decision making | Managing and resolving complaints  Negotiation and persuasion | Application Form  Interview  References |
| KNOWLEDGE | * Knowledge of workplace and professional issues. |  | Application Form  Interview |
| PERSONAL ATTRIBUTES | * Ability to travel independently to a variety of locations * Enthusiastic and committed to the ethos of the work of the Contact Centre * Ability to work on a day shift rota basis |  | Application Form  Interview  References |