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| **Role Purpose:**  The role holder will manage and support a team of circa 10 Customer Service Advisers in a real time, customer focused environment. They will motivate, coach and mentor others to develop a high performance team acting as an exemplary role model and advocate of the SRA vision and values. |
| **Outcomes:**   * Responsible for the day to day allocation and management of work across the team. * Monitors service levels in real time, throughout the day, and takes action to keep these on track where necessary. * Responsible for handling and resolving escalated complaints. Uses the knowledge gained through complaint handling to improve departmental processes and ways of working. * Sets and tracks individual objectives and development areas ensuring all performance issues are addressed appropriately. * Enhances performance through coaching and mentoring of level 1 and 2 Customer Service Advisers. * Monitors output, timeliness and quality of team's work and takes appropriate action to address issues and enhance performance. * Identifies where activities are at risk of going off track against targets and works with other Team Leaders in taking remedial action. * Has joint responsibility for managing floor-walking activities and their impact on daily service levels. * Supports recruitment activities across the unit, ensuring resources are in place when required. * Identifies areas for improvement in processes and ways of working, actively contributing to the development of these. * Represents the unit in wider projects and makes sound recommendations about areas that have an impact on the unit or cross functional areas. |
| **Knowledge, Skills & Experience:**  **Essential**   * Educated to at least GCSE level (or equivalent) to include English and Maths. * Experience of working in a fast, high-pressured customer services environment, managing own workload whilst supporting others. * Track record of achieving results and making sound decisions. * Ability to work flexibly demonstrating resilience in a changing environment. * Experience of mentoring and coaching others to achieve results. * Ability to handle vulnerable and challenging stakeholders with empathy and resilience. * Ability to multi-task and navigate through multiple IT systems (including Contact Centre telephony software) whilst maintaining accurate information. * Ability to work collaboratively with others to enhance performance of colleagues and the department.   **Desirable**   * Experience of managing others. |