

## **Day in the life of a Team Leader – Manjeet Singh**

### **Overview of duties**

The role of a Team Leader consists of a wide variety of duties. There are four Team Leaders in the Contact Centre and we split our weeks up to focus on some specific key tasks. Here is an example of how a month may consist:

#### **Week 1 – Service Lead**

- Service Lead – managing a floor of up to 35 Customer Services Advisers ensuring there is enough resources available to meet the demand of calls from Monday – Friday.
- Reviewing annual leave requests for that present week and taking in to consideration training requirements, absences.
- Liaising with other units, providing support where required to ensure objectives are met across the organisation.
- Cover
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#### **Week 2 – 121s and PDRs**

- Scheduling in 121s throughout the week on a live resourcing system
- Going through my teams PDRs and measuring progress on PDPs
- Discussing performance and progress against objectives
- Listening and having a discussion with my team members on a 121 basis to help understand any challenges they may be facing.
- Having an open conversation about any other business, this may be personal circumstances or support required.

#### **Week 3 – Quality assurance**

- Meetings on a monthly basis with a member of the training team, myself and a Customer Services Adviser to discuss and QA emails and calls to ensure a high standard of performance.
- Providing coaching and feedback to staff and help overall standard of call quality.
- Creating actions plans to identify training needs.
- Meetings with a Senior Customer Services Adviser from the training team to discuss trends or common themes in QA.

#### **Week 4 – Service Support**

- Supporting the Service Lead to manage the floor when the SL has other areas of business to attend to.
- Looking at leave requests for future weeks.
- Taking any requests for a reasonable adjustment, where either callers are unable to use the services in the Contact Centre due to a disability etc.
- Completing adhoc work such as any other projects. This for me was a very useful time to utilise, as I have been running Counter Terrorism sessions for staff across the SRA with our Business Continuity Manager Julie Goddard.

## **How technology helps us run the Contact Centre**

We use a live resourcing system called Injixo. With this, as a Team leader, I am able to look at what is scheduled in to the shifts for the Customer Services Advisers. There may be training scheduled in, meetings etc. and of course the primary role of answering calls. Any changes made through this system, will filter through to the advisers screen, where they can keep up to date with their schedule. Our telephony system is IPFX, this is where we can ensure calls are being routed to the correct lines for the right Customer Services Advisers. We can also run reports on IPFX which provides us with useful stats to help measure performance.

## **Some of my challenges**

For me, one of the biggest challenges can be the people you manage. We sometimes experience difficulties in life which can join us in the workplace and as a manager, ensuring my staff are fit and well for work is of primary concern. Having those conversations, where emotions can be high, is about as difficult as it can come trying to balance business as well as personal needs.

## **What I love about the role**

The flexibility and dynamic nature of the role is a huge attraction. Having out of work experience in the police force has allowed me to get involved in projects and work in other areas of the business. I have been able to bring my experience from the police and contribute to the Business Continuity plan for the SRA. Another aspect of the role I enjoy is the people, which funnily enough can also be a challenge. I have had the pleasure of managing many people, from all backgrounds which a variety of skills and have learnt so much along the way. The Team Leader role really allows me to expand my skill set and every day is a different day.

## **Shift patterns and working together**

Working in a Contact Centre environment, it is important we have managers covering the floor from open to close (08.00 – 18.00). With four team leaders, we collaborate and meet monthly to ensure everyone is supported. Team work is essential for this, we have a close working relationship with each other, which is key to our success, where either of us need help, and it is a great feeling to know our colleagues can assist.

## **What is going on in the Contact Centre?**

Right now, we are going through some exciting changes. We have had a brand new restructure resulting in promotions for our Customer Services Advisers and Senior Advisers, and as a management team we are still working hard to embed these new ways of working. PCRE, the biggest project of the year is less than a month away, where we can receive up to 2000 calls on our busiest day, the environment is fantastic and the hard working ethic is second to none, there is no better place to be than the Contact Centre during PCRE. The entire organisation is going through a big change in terms of IT, a project called Modernising IT, and the Contact Centre is receiving some brand new hardware which will be of a great benefit to us all, improving performance and customer service.