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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.
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| **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.
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