

## ROLE PROFILE - Team Leader Contact Centre

### Career Framework: Operational /Delivery Grade E

#### 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.

**This role profile is aligned to the SRA career framework.**

The career framework profile outlines the generic requirements which are common to all roles within this type and level. This role profile outlines supplementary role specific requirements. The two profiles should be read in conjunction.