

ROLE PROFILE

Job Title:	Customer Service Team Leader	Job Code:	TS/C7
Department:	Customer Services	Version:	1.1
Reports To:	Contact Centre Coordinator	Date Created:	May 2017
		Grade:	G

Is this a politically restricted Post?	Yes/ No <i>(*if yes, see our policy on what this means)</i>
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ORGANISATIONAL CONTEXT

Our Vision as an organisation is:

To be a globally recognised economy where good growth delivers high levels of prosperity, jobs and quality of life for everyone.

To achieve this we will:

Secure the means to deliver projects and services needed for growth in the Leeds City Region (LCR), be its voice nationally and internationally, and build the partnerships to ensure the best economic outcomes.

Our department contributes to this by:

Ensuring complaints, feedback and compliments from members of the public are actioned in a timely and satisfactory manner by working with internal and external partners and stakeholders.



Job Overview:

- Manage the Customer Feedback team and co-ordinate the customer complaints and feedback process.
- © Take a pro-active and corporate approach to leading your team, including participation and delivery of your directorate's objectives.
- © Responsible for demonstrating commitment to corporate processes and ensuring that these are delivered at all times.
- © Be a visible and enthusiastic team leader, encouraging partnership working across the organisation.
- © Motivate your team, taking a positive approach to their development.

CRITICAL SUCCESS FACTORS

*We break each job down to explain the critical areas for success, ranked by importance.
These indicate the end result or outputs for which the role holder is responsible.*

People Contacts:

- Co-ordinate any training required for customer service assistants. To deliver one-to-one training to any CRM user in WYCA to include the management of feedback and quality of customer responses.

- © Encourage partnership working across the organisation and externally.
- © Develop and motivate your team to ensure targets are achieved.
- © Monitor the workflow of the team to deliver a strong performance management culture, where people are accountable for the delivery of results.
- © Encourage the right working environment for your team, with a solid ethic of working towards achievement of our vision, utilising the CA's Policies and Procedures.
- © Take a proactive approach to management of change and recruitment processes, contributing during consultation meetings and interviews.
- © Ensure appropriate communication channels are in place and effective between you and your direct reports (e.g. WYCA Exchange).
- © Fulfil the HR processes associated with being a team leader, e.g. employee relations and development issues.

Technical Duties:

- Co-ordinate the customer complaints and feedback process by maintaining a record of correspondence received by letter, email, telephone, feedback form or the website, liaising with both internal and external colleagues to resolve issues both quickly and efficiently using knowledge and further information gathered
- Handle customer feedback directly including responses, and overseeing the management of regular customer contacts and political responses by utilising knowledge of all CA departments to answer complaints competently on behalf of other WYCA departments and at first point of contact for the customer.
- Extract data from the CRM system to provide reports outlining key performance data and to prepare charts using excel in advance of monthly management team meetings.
- Use the CRM system to monitor complaint performance and to liaise with other department managers to ensure responses are sent out within agreed timescales. Identify trends and report any failed responses to the Customer Services Co-ordinator.
- Monitor operator complaint performance by working closely with operators to ensure that complaints are responded to within agreed timescales and ensuring escalated and sensitive cases are given priority by the operator.
- Liaise with other parties within the CA on bringing customer feedback together with other market research and customer satisfaction data, and to liaise with internal departments to progress responses to feedback and ensure deadlines are met.
- Integrate working with MetroLine by assisting the MetroLine team in the absence of the Contact Centre Manager and working closely with MetroLine Team Leaders on joint customer service issues.
- Raise invoices to recharge operators for roadside displays.
- Take escalated calls, attend meetings and send reports as required.

- © Ensure your team has the right procedures in place to achieve your strategic objectives, developing and amending processes as required.

- © Lead by example on Health & Safety matters, ensuring compliance with WYCA's Health and Safety Policy.
- © Typically works on horizons of one year, in line with the objectives set in the business plan.

Impact & Influence:

- © Represent the interests of your team within the context of the wider aims of the CA both internally and externally.
- © Fosters good working relations across the organisation, building effective team relationships.
- © Use relevant information to influence key customers and stakeholders.
- © Identify and suggest solutions to communication challenges observed within the team.

The above lists of accountabilities are not exhaustive. The role holder will be required to undertake such tasks as may reasonably be expected commensurate with the scope and grading of the role.

THE PERSON

To be fully successful in the role, we believe the following knowledge, skills and experience are required. When recruiting, we are looking for the best candidate match to this, however we know that there are some elements that can be trained and this will be taken into account during the recruitment process.

Educated to A level or equivalent

- © Practical experience of successfully performing in a similar role.
- © Educated to A level or equivalent

- Experience of CRM systems

People:

- © Experience of planning and organising workloads to deadlines.
- © Experience of managing a small team, including appraisals, performance management, disciplinary, recruitment and selection.

- Experience of supervising and motivating a team and individuals.
- Experience of coaching and giving guidance

Technical:

- © Strong communication skills with the ability to challenge and influence team members.
- © Experience of making compelling business cases/ reports to a range of audiences.

- Experienced user of Microsoft Word and Excel.
- Experience of analysing data to support improved customer service.

Impact & Influence:

- Experience of developing and applying processes and systems
- Experience of conveying information both written and oral in a clearly and concisely.
- Experience of influencing stakeholders.

OUR VALUE & BEHAVIOURS

Championing Our Region | Working Intelligently | Easy to Do Business With | Positive About Change | Working Together

These are our values. We shaped them together and we're proud of them.

We also created a set of behaviours for each of our values. Our behaviours provide us with a way of working and they are our minimum expectations of everyone here.