



Job Description and Person Specification

Job Title	Customer Service Centre Team Leader
Job Grade	NCC Grade G This is a Level 4 Supervisor post responsible for managing front line staff within the company's culture and values; including induction and training; setting rotas and assigning tasks within set framework; following up on absence issues; approving operational decisions made by frontline staff within clear decision making protocol; responsible for 1:1s, Personal Development Reviews and performance appraisals of front line staff; addressing initial performance issues; first port of call for resolving work problems; ensuring reports are involved and engaged, recommending changes and improvements to managers. May have specified limits of delegated budgetary responsibility to deliver operational outcomes.
Reports to	Customer Services Centre Manager
Direct Reports	Customer Service Advisors
Other Resources	None
Role Purpose	Responsible for leading, developing and supervising a team of Customer Service Advisors in the provision of a customer focused repairs and maintenance and housing management information and advice service. To ensure that the Customer Services Centre provides an efficient, effective, courteous and professional service to all service users.
Key Accountabilities	• To be responsible for the provision of a professional 24 hour/7 days a week call handling service. To provide support in cases of escalated and complex queries. • To lead, manage and deploy a team of Customer Service Advisors delivering comprehensive, customer focused tenancy and estate management advice and support. • To provide out of hours supervisory cover, on a rota basis, to the Customer Services Centre outside of normal working hours. • To provide supervisory cover within Nottingham On Call as required to ensure continued service delivery. • To produce and co-ordinate rotas for Customer Service Advisors, ensuring adequate cover at all times. • To be accountable for team performance by ensuring that service delivery is of the highest standard. • To support and assist the Customer Service Centre Manager to identify, develop and implement performance indicators and



	targets. • To assist the Customer Services Centre Manager in the control of devolved operational budgets with strict adherence to financial regulations. • To monitor and review performance in relation to targets and policies through the collation and analysis of information and production of reports. To implement solutions to improve performance and promote best practice. • To supervise, control and maintain all computer hardware and software within the Customer Service Centre including systems administration, 'trouble shooting' and liaising with the IT help desk, where necessary. To be responsible for the implementation of new ICT projects. • To support the Customer Service Contact Manager in recruitment. • To act as a point of reference and provide technical training, advice, support and expertise to colleagues. • Actively monitor, review and manage individual staff performance in relation to service area key performance/targets/deadlines and the Company's required standards of performance and conduct. This will involve discussing and providing regular feedback to staff on their individual performance, absence management including return to work interviews, management and recording of poor performance and undertaking of Performance Development Reviews. • Provide ongoing coaching, support and training to existing and new team members to improve team morale and to ensure that they are fully equipped to carry out their role and understand the standard of performance required from them. • Lead, develop and motivate a team to ensure that the service is seen as leading edge both from within and outside the organisation. • Monitor and review performance of individuals and teams through the analysis of key data in order to produce relevant and meaningful reporting statistics. • Actively promote the ethos of continuous service improvement by encouraging team working and openness in which all employees share a common sense of purpose to improve service user's quality of life. • To supervise and develop Customer Service Advisors, displaying leadership and team building skills.
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	• To support the provision of induction training for new employees. • To ensure that Customer Service Advisors follow the correct procedures in the delivery of services. • To identify and specify appropriate training for all Customer Services employees and to prepare and deliver training material. • To ensure that operational procedures and processes are developed, reviewed and updated on a regular basis to contribute to the efficiency of the service. • To ensure that operational processes and procedures are adhered to. • To promote effective liaison with external partner agencies and internal teams who use the Customer Service Centre. • To contribute to the effective running of the service area through attendance at meetings and training events as required. • To maintain confidentiality of customer information within Data Protection and any other relevant legislation and guidelines. • To ensure that legal, statutory and any other relevant provision governing or affecting the service area are strictly observed. • Other duties which are broadly consistent with the job description and level of the post. • Demonstrate and promote excellent standards of customer care in the context of Nottingham City Council Housing Services Mission, Vision and Values, to uphold the NCC's Equality, Diversity and Inclusion strategy and objectives and to participate in training activities necessary to your post. • Adherence to Standing Orders and Financial Regulations and Health and Safety standards. • Responsible and accountable for promoting and encouraging tenants and leaseholders to be involved as respected partners in influencing, developing and improving services in their local area through the menu of involvement for tenant involvement.
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Signed and agreed by the post holder..... date.....



PERSON SPECIFICATION –

Customer Service Centre Team Leader

Requirements	Essential – E /Desirable - D
Experience and knowledge	
Management experience gained within a fast moving, pressurised, customer facing environment dealing with complex levels of data and conflicting priorities.	E
Experience of performance managing a team of professional and technical staff.	E
Ability to lead and motivate senior professional, technical staff within large, multi-functional teams.	D
Able to demonstrate experience of leading, persuading, motivating and developing employees in order to achieve challenging targets	E
Experience of working within a customer services centre providing an efficient, effective, courteous and professional service to service users	E
Understanding of financial regulations and company procedures relating to financial matters	D
You will have appropriate knowledge of relevant legislation which includes Health & Safety, Data Protection & Freedom of Information	D
Skills & Abilities	
Able to demonstrate ability in managing performance & continuous service improvements within a 24/7 customer service environment	E
Ability to manage working relationships at all levels to ensure the efficient and effective running of the service area	E
Able to communicate complex or sensitive issues to a wide range of customers in a clear & concise manner	D
Good interpersonal skills and a proven ability to communicate effectively at all levels in both individual and group situations	E
A proven ability to represent the service by developing and maintaining effective liaison and relationships with internal and external representatives and other bodies	E
Able to demonstrate skills to improve services and performance for our tenants and leaseholders	D
Highly customer focussed and able to demonstrate problem solving skills	E
Proficient in the use of all Microsoft applications (Word, Excel, PowerPoint) and be able to analyse and prepare comprehensive written reports, spreadsheets and presentations	E
Knowledge and experience of using IT as an analytical and management tool.	D
Highly customer focussed and able to demonstrate problem solving	



skills	E
• Demonstrated capacity to effectively organise and prioritise workload to ensure that tasks are completed in an efficient and timely manner.	E
• Proven ability to work to a high level of accuracy.	E
• You will have appropriate knowledge of relevant legislation which includes Health & Safety, Data Protection & Freedom of Information	D
Qualifications	
• You will possess or be willing to work towards a National Vocational Qualification (NVQ) level 3 or an alternative management qualification relevant to Customer Services Management	D
• A commitment towards continual personal professional development and will be an existing member, or willing to work towards membership of the Chartered Institute of Housing.	D
Behaviours	
• Demonstrated self motivation, and able to work with minimum of supervision	D
• Demonstrated ability to manage in ways that ensures that others plan and deliver even under pressure	E
• Ability to work effectively as part of a team.	E
• Must be flexible and be prepared to work outside normal office hours according to the needs of the service and willing to work at other office locations as required.	E
• Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of Nottingham City Council Equality and Diversity Policy	E
• Ability to challenge discriminatory attitudes, statements and behaviour	E

Author.....**Date**.....