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| Job Description |
| This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults, and requires all staff and volunteers to share this commitment. |

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| **Post Title** | Team Manager  | **Post No** |  |
| **Directorate** | Customer Service Transformation and Business Support |
| **Division** | Contact Centre |
| **Salary Band/Range** | Grade E  |
| **Responsible to** | Customer Contact Manager  |
| **Location** | Endeavour House |
| **DBS Check** | Not Applicable |
| **Special Conditions** |  |

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| **1.** | **Job Purpose** |
| To be a member of the Customer Contact Management Team and manage the Customer Contact Service. The Contact Centre core hours are 9am – 5pm, the role of a Team Manager is to oversee the delivery of customer queries via multiple contact channels. The post holder will lead by example and be a key figure in providing a seamless service through the supervision of team performance, via specific target measurements and individual development.  |

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| **2.** | **Key Responsibilities** |

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| **2.1** | **Main Duties** |
|  | * To manage the customer contact service
* To deputise for the Customer Contact Manager as and when required.
* To provide operational support to all Advisors including dealing with the more complex and difficult enquiries.
* Supervise the efficient handling of peaks and troughs in advisors workloads, including the preparation of rotas to ensure that the Contact Centre is appropriately staffed at all times.
* Manage and monitor the day to day running of the service through the telephony system, producing statistics as required.
* Act as Duty Manager in the Contact Centre to support the daily operation and respond to significant customer demand
* Conduct 1:1s and appraisals and analyse advisor performance, delivering recognition and constructive feedback and implementing recommendations in line with service improvement or enhancement.
* To assist in the development and to ensure implementation of policies to meet customer requirements for the service.
* Monitor, analyse and report trends in advisor morale and motivation, taking appropriate action where necessary to meet the required standards.
* Complete quality assurance monitoring to ensure excellent standards of service delivery and customer satisfaction are achieved
* Assist in devising and maintaining quality measurements in accordance with specified customer focused targets.
* Support the investigation of customer complaints ensuring a satisfactory resolution,
* Handle and resolve escalated enquiries from the contact centre and act on customer feedback to ensure service improvement
* In conjunction with service support team colleagues continuously review the processes and systems used by advisors making improvements where necessary to ensure that they are customer focused and meet business needs.
* Such other duties as may reasonably be required from time to time
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| **2.2** | **People Management**  |
|  | **Supervision**You will be responsible to the Customer Contact ManagerYou will be responsible for a Team of Customer Contact Advisors |
| **2.3** | **Safeguarding** |
|  | SCH is committed to protecting children, young people and vulnerable adults and to promote their welfare. All our employees are expected to be aware of safeguarding issues and to take responsibility for reporting any concerns regarding the safety or welfare of children or vulnerable adults. |
| **2.4** | **Financial Management**  |
|  | To have responsibility for portions of the customer contact services budget. |
| **2.5** | **Buildings & Equipment** |
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| **2.6** | **Health & Safety** |
|  | Health and safety laws require all employees to help SCH maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others’ health and safety and co-operate with any reasonable request to support SCH, managers and other employees, in meeting their health and safety legal responsibilities. |
| **2.7** | **Information Management** |
|  | As an employee of SCH, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of the Data Protection Act 1998 and GDPR |
| **2.8** | **Policies & Procedures** |
|  | The post holder will be accountable for ensuring that he/she is aware of relevant SCH policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures. |
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| **3.** | **Other Conditions** |
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| **3.1** | **Mobility** |
|  | Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of SCH they may be required. |
| **3.2** | **Equal Opportunities** |
|  | SCH is committed to Equal Opportunities and expects all staff and volunteers to recognise and value differences and to treat everyone with dignity and respect. |
| **3.3** | **Variations to Job Descriptions** |
|  | Due to changing customer demands, duties and responsibilities are likely to vary from time to time and SCH l therefore retains the right to amend job descriptions to reflect changing requirements. |
| **3.4** | **Training and Development** |
|  | SCH is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs. |
| **3.5** | **Lean** |
|  | SCH is committed to improving and streamlining its processes using 'Lean' techniques and expects all employees to share its commitment to continuous improvement. |
| **3.6** | **SCH Behaviour al Framework** |
|  | SCH expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the SCH Behavioural Framework. |

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| **Compiled/Reviewed** | Claire Albrighton |
| **Date:** | June 2025 |

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| SCH Logo Tagline_On White_Full ColourPerson Specification |
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| **Post Title** | Team Manager  | **Post No** |  |
| **Directorate** | Customer Service Transformation and Business Support |
| **Division** | Contact Centre |
| **Salary Band/Range** | Band E |
| **Responsible to** | Customer Contact Manager |

**METHOD OF ASSESSMENT (MOA) AF = Application form, T = Test, I = Interview**

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|  | **Essential Criteria** | **Desirable Criteria** | **Measured****By** |
| **Education &****Qualifications** | Educated to GCSE standard or equivalent (including English and Maths)*NVQ Level 3 or equivalent in a relevant area, eg Administration or Customer Service* | Qualification in or studying for a qualification Social Housing or Leadership  | AF, I |

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| **Skills &****Abilities** | Excellent customer care skills. | Project and performance management skills. | AF, I, T |
| Excellent communication skills including the ability to write ’plain English’ | Negotiation skills. | AF, I, T |
| Excellent team leadership skills with ability to motivate and performance manage staff. | Ability to contribute to staff development and continuous improvement of systems. | AF, I, T |
| Ability to assess performance and deliver constructive feedback to individuals. |  | AF, I, T |
| Ability to set objectives, plan and prioritise workloads. |  | AF, I |
| Able to work quickly and under pressure/meet deadlines. |  | AF, I, T |
| IT Skills including use of multiple databases |  | AF, I,  |
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| **Experience &****Knowledge** | Experience in a Customer Service environment. | Experience in public sector working | AF, I |
| Experience and understanding of Contact centre operations and mechanics of delivery. | Experience of dealing with social housing issues including repairs. | AF, I |
| Experience of leading/supervising a team. | Experience of using a work force management tool | AF, I |
| Experience of dealing with customers and resolving complex complaints and sensitive situations. |  | AF, I, T |
| Experience of working in a pressurised front line service. |  | AF, I |
|  | A strong understanding of equal opportunities in employment and service delivery |  | AF, I |
|  | A good knowledge of IT and telecommunications systems  | Experience of voice recording systems | AF, I |
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| **Core Behaviours** | **Honest & Responsibility** - You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions | Interview |
| **Excellence** - With enthusiasm, you work to deliver a high quality service to meet customer, organisational and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers. | Interview |
| **Achieving Together** - You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve. | Interview |
| **Respect and Trust** - You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect. | Interview |
| **Transparency and Simplicity** - You actively seek ways to prevent over- complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all. | Interview |
| **Leadership** - Your leadership is demonstrated by delivering outcomes and inspiring your team and individuals to improve and develop within an environment that enables individuals to achieve their potential. | Interview |

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| **Other Requirements** |  |  |  |

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| **Compiled/Reviewed** | Claire Albrighton |
| **Date:** | June 2025 |