**JOB DESCRIPTION**

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| **JOB TITLE:** Customer support centre team leader |  |
| **HOURS OF WORK:** Flexible 37 working hours per week on rota basis |  |  |
| **REPORTS TO:**CSC Manager |  |  |
| **WORKING WITH:**All consumer teams |  |  |
| **DEPARTMENT:**Customer Experince |  |  |
| **LOCATION:** Isle of Man |  |  |

## JOB PURPOSE

* To support the Customer Support Centre (CSC) Manager in the efficient and effective running of the team
* To lead a team of CSC Agents, delivering training, conducting 121s, and offering regular constructive feedback and coaching, playing an active role in team development
* To be a role model and lead by example, handling customer enquiries through telephone calls, webforms and email
* To champion service quality, understanding business expectations and monitoring the delivery of service against team KPIs and standards
* Be the first point of escalation for complex customer queries and complaints

## MAIN DUTIES AND RESPONSIBILITIES

* Provide the first point of contact for all CSC agents requiring help or assistance; proactively support agents with real-time queries or issues in relation to customer contacts
* Work in conjunction with the CSC management team to identify and deliver feedback and training to improve customer experience and develop team skills
* Primarily responsible for arranging and supporting new recruit training and induction; assess training progress and signing off when new agents are ready to work alone
* To support the CSC manager with team resourcing and workflow requirements, organising workload on a day-to-day basis. Support the reassignment of resources at times of peak demand to maximise team performance and minimise customer impact or delay.
* Responsible for holding one to one meetings and supporting the appraisal process in conjunction with the CSC manager to ensure agents are meeting expected standards of performance and are provided with suitable feedback, coaching and support where necessary.
* Demonstrate and be a champion of Sure values – Trust, One Team, Customer driven and Simplicity
* Participate in the introduction and development of new systems and services and evaluate the impact to the team.
* Utilise available staff performance statistics and team dashboards to ensure performance levels are maintained and developed.
* Proactively identify and enable new or improved ways of working to deliver excellent results such as improving process, supporting development of new systems and enhancing and developing team skills.
* Any additional tasks deemed relevant and necessary by the CSC manager.

**In addition, the person will be required to**

* Understand and comply with the licence and other regulatory rules applying to the position.
* Understand and comply with the Data Protection Law as it relates to the position
* Understand and comply with the Health and Safety responsibilities relevant to the role as defined in the Sure Safety Policy
* Work in accordance with the safety procedures and safe working policies of Sure
* Undertake appropriate security awareness training covering information security, data protection, financial crime and payment card data and comply with their information security responsibilities. This awareness training includes understanding of the incident reporting process to be followed in the event of the employee suspecting, causing, or discovering an information security incident.

Due to the nature of this position, the postholder must hold a satisfactoryBasic Police Disclosure. All disclosures of a criminal background are treated with the strictest confidence and checks will only be made in connection with suitability for a post and for no other purpose.

Convictions likely to be considered relevant to this post include dishonesty and those indicating a breach of trust, due to the security requirements of the role*.*

Please note that disclosure of a criminal record will not necessarily debar you from employment in this post – this will depend on the nature of the offence/s and the circumstances surrounding it/them.

**THE WAY WE DO THINGS**

* We work together as One Team,
* We strive for Customer Satisfaction,
* We are Reliable,
* We have a Passion for Technology & Learning
* We are Community & Sustainability Focused

## SKILL REQUIREMENTS

Essential

* Excellent leadership skills, calm under pressure, creative and solutions oriented
* Excellent customer focus, empathy and experience of working in a customer facing role.
* Superb telephone manner and listening skills.
* Strong verbal and non-verbal communication skills.
* Strong relationship and networking skills, ability to influence to support positive outcomes for customers and colleagues as appropriate
* Willing to work outside normal working hours where required to support business and customer needs
* Ability to produce accurate, good quality work.
* Well organised and methodical.
* Demonstrate an interest in current and future technology.

Desirable

* Appreciation of the telecommunications market and customers
* Able to use their initiative to tackle a broad range of problems.
* Ability to work either as part of a team or independently as and when required.
* A cheerful and optimistic attitude to work.
* Calm and controlled under pressure
* Experience of managing and motivating a team

**Personal/Behavioural attributes:**

The CSC General Support function currently operates 8am to 7pm Monday to Friday and 09:00 to 18:00 on Saturdays and rostered bank holidays. Applicants should note that they will be required to work shifts within these times, and that these times will be subject to change.