

Job Description

Team Leader Resident Contact Centre



Directorate:	Operations
Team:	Resident Contact Centre
Role Type:	Fixed
Reports to:	Team Manager Resident Contact Centre
Direct Reports:	Resident Contact Centre Advisers 6 or 8
Overall Job purpose:	
<p>To provide direct day-to-day line management including technical guidance for the advisers within the Resident Contact Centre. Provide a key escalation point for customers ensuring dissatisfactions are recorded at the point of being made, aim to resolve on the first point of contact. Reporting to the Team Manager and delivering service improvements identified through dissatisfaction. Auditing calls and to ensure consistency in approach and scripts for calls are being carried out by the team as directed and incorporating the LET's principles. Managing the Contact Centre performance to achieve KPI's, line management responsibility and identifying training needs for Resident Contact Advisers.</p>	
Core responsibilities:	
<ul style="list-style-type: none"> • To provide exceptional customer service within the Resident Contact Centre and to lead the team by example on CKH behaviours and on the delivery of the LET's principles. • To lead and support for the team to perform, meet targets and standards including identifying and addressing technical diagnosis on repairs calls using experience and knowledge of the business. • Escalating any behavioural or technical development requirements to the Team Manager. • To review Service Requests and compliments in accordance with procedures ensuring learning outcomes are recorded and implemented. • Liaise and build relationships with our partner contractors and internal CKH teams. • Support the Team Manager with ideas, data and evidence for potential cost savings and ways to improve efficiency, effectiveness and value for money of the service delivery. • Respond to customer feedback and complaints (requests for service and compliments) and follow up to ensure any problems are resolved within agreed SLA's. Work with the Team Manager to identify service failures or enhancements to improve the overall customer experience. 	

- To be the first point of escalation for the Resident Contact Centre Advisers when they experience a difficult call. Support the Adviser taking the call to resolve the query, through side-by-side coaching.
- Carry out audits of calls and contractor job orders to ensure these are raised correctly and accurately.
- Ensure the referral & training tools are kept up to date ie Repairs A-Z procedures and the Customer First Crib sheet.
- Complete quality auditing for Adviser calls and Repairs job codes in line with KPI's.
- To assist the Team Manager in delivering our ethos and policy in relation to damp and mould issues that arise in our properties.
- To assist with the Annual Tenancy Visits in the administration of booking appointments and communication letters.
- To support the Team Manager with recruitment, selection and development of employees to the Resident Contact Centre.

Key Relationships

- The post holder will be required to establish, build and maintain excellent working relationships, to deliver a high quality, efficient and professionally competent service with the following:
 - CKH Service Managers
 - Communications and Marketing Team
 - Key contractors and providers working on behalf of Cross Keys Homes

Dimensions:

- Embed the LET'S principles into every contact the team have with residents and colleagues.
- To act as the point of contact within the call centre for Resident Contact Centre Advisers if calls are required to be escalated/managed to resolve resident complaints or behaviour on calls.
- Be able to identify, recommend and champion new and improved ways of working to enhance the customer service experience and our internal CKH's processes.

Additional information:

N/A

Action

Commitment

Excellence

Integrity

Teamwork

No job description can cover every issue which may arise and the post holder is expected to carry out other duties as required from time to time.

Person specification

Requirements	Essential Criteria	Desirable Criteria
<p>Knowledge and experience</p> <p><i>Describe the knowledge and experience required to do the job. Is there particular knowledge required e.g. of particular regulations and procedures? What relevant experience is required?</i></p>	<ul style="list-style-type: none"> • Comprehensive experience of leading successful teams and excellent working knowledge of performance management measures. • Proven people management skills, leading the team with enthusiasm and a 'can do' attitude, always striving for better and leading by example. • Working knowledge of using computer-based ICT applications including Microsoft Word, Excel, PowerPoint and Outlook. • Self-motivated leader with training and coaching experience, 	<ul style="list-style-type: none"> • Knowledge of Housing Sector and the Regulator of Social Housing Consumer Standards. • Qualification in management i.e. ILM Qualification or similar.

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	<p>preferably having delivered training in a customer services environment.</p> <ul style="list-style-type: none"> • Experience of supporting teams within a busy, contact centre maintaining a customer-focused environment. • Experience of interacting with customers in a warm and engaging way in order to gather information to help you resolve their queries as efficiently and effectively as possible. • Experience of dealing with customer dissatisfaction and managing conflict effectively. 	
<p>Skills and abilities</p> <p><i>Describe the skills and abilities required to do the job effectively</i></p>	<ul style="list-style-type: none"> • Ability to audit and quality assure the work and outputs of others to agreed quality and time standards. • Ability to support and understand the commercial aspects of maintaining CKH assets as whilst balancing 	

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	<p>responsibilities of a social landlord.</p> <ul style="list-style-type: none"> • High standard of written and oral communication. • Intermediate level understanding and competence of Microsoft applications and databases (Word, Excel and Outlook). • Effective diagnostic skills using home repairs knowledge to determine best solution, with speed and accuracy. • Strong administrative skills; accurate and speed with high standard of attention to detail. • Confident and able to deal with difficult situations or customers in a polite, calm/diffusing way. • Ability to deal with a high volume of call and tasks. 	
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	<ul style="list-style-type: none"> • Ability to use Language Line in order to provide translation, where required. • Ability to understand and analyse data. • Ability to ensure data quality is maintained. 	
<p>Personal behaviours and style</p> <p>We look for people who are committed to and demonstrate our core values of:</p> <ul style="list-style-type: none"> • Action: Getting things done while being accountable. <i>Delivering on objectives and taking responsibility for the service. A positive attitude.</i> • Commitment: Putting customers first. <i>Being customer focussed; delivering excellent services to external and internal customers. Adopting a flexible approach.</i> • Excellence: Always striving to be the best. <i>Continuously reviewing the service and improving efficiency. Exceeding our targets and improving standards.</i> • Integrity: Honest and open in everything we do. <i>Maintaining our code of conduct and acting professionally at all times</i> • Teamwork: Working together to deliver. <i>Building and maintaining excellent working relationships with internal managers/teams and external stakeholders; ensuring our corporate objectives are met.</i> 		
<p>Qualifications</p> <p><i>Please state the level of education and professional qualifications and/or specific occupational training required</i></p>	English and Maths Grade 4 or above GCSE (or equivalent)	
<p>Additional requirements</p> <p><i>Detail any additional requirements for the role e.g. able to work shift patterns including bank holiday nights and weekends,</i></p>	The Resident Contact Centre service is provided from 8am to 6pm and there will be a requirement to work on a permanent but flexible shift basis.	

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Version control:		
JD authorised by (Director):	Mary Bryce	Date:

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