

# Job Description:

## Command Centre Team Leader

Function:	Command Centre
Job:	Command Centre Team Leader
Immediate manager:	Command Centre Operations Manager
Position location:	

### 1. Purpose of the Job – State concisely the aim of the job.

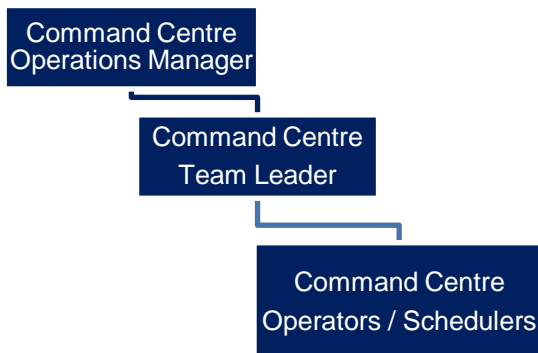
The Command Centre Team Leader is responsible for the daily functional management of the Command Centre, to ensure that policies and procedures are adhered to, to achieve the contractual and quality KPIs and internal targets

To proactively engage, motivate, coach and develop a team of administrators and schedulers

### 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

- Manage a team of Command Centre Operators
- Financial: None

### 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



### 4. Accountabilities (what you have to do)

- Deputise in the absence of the operations manager on shift
- 1<sup>st</sup> point of escalation for any queries
- Support operators / schedulers with their workload when required.
- Monitor and manage workloads, ensuring that it is managed within the required timescales
- To develop and assist in the delivery of regular and essential training and coaching
- Conduct monthly 1-1s and quarterly PDRs, ensuring all actions, development and training needs are documented.
- Ensuring a prompt and efficient service, accurate and meaningful processes, identifying needs, process improvements, opportunities and weaknesses, becoming our primary customer and staff interface.

- To maintain training documentation, requirements and needs analysis to ensure that all staff have access to, and have received, training relevant to the needs of the individual and business.
- To support the management team on the roll-out of any agreed processes, and incorporate any changes necessary in your duties, methods, working hours and procedures
- To deputise as required for other Team Leaders and carry out other duties as required and as are commensurate with your banding and experience.
- To assist in the recruitment process within the Command Centre
- To establish and maintain excellent customer relationships and develop confidence in our systems and processes.
- To achieve a high degree of customer and supplier satisfaction, applying logic and common sense to requests for assistance, ensuring that identified criteria are escalated in accordance with procedures.
- Provide continual evaluation processes and procedures, and suggest methods to improve areas of operation, efficiency and service to both internal and external customers.
- Proactively act in a manner that supports a healthy and safe work environment through effective management of incidents and hazards.
- Ensure Sodexo's commitment to ethical principles and sustainable development are achieved and maintained.
- Ensure compliance with all Sodexo policies, procedures and directives
- Promote and maintain Sodexo values and ethical principles.

## 5. Job competencies (knowledge, skills and experience needed to perform this role)

- Minimum of 3 years' experience in the Contact Centre / Service Centre environment
- Experience in People leadership and the effective running of teams
- Ability to lead a team in a rapidly changing environment
- Ability to handle multiple priorities in a fast paced work environment
- Customer focused and responsive
- Demonstrated ability to coach & develop individuals and the team
- Advanced computer skills in Microsoft Excel and Word
- Analytical and decision making skills
- Excellent communication (verbal & written) skills at all levels
- Self-motivated, confident, honest and flexible, with a professional work ethic
- Relationship building and influencing capabilities
- Demonstrated experience in implementing, evaluating, and improving business processes
- A strong commitment to Zero Harm and a strong safety culture
- Exceptional attention to detail
- Ability to deliver exceptional customer service to both internal and external stakeholders
- Self-starter with the ability to achieve results

## 6. Key Performance Indicators

The performance of the Service Centre Team Leader will be evaluated based on the following KPIs:

### **Staff performance evaluation:**

- To hold monthly performance reviews for each of his/her team members. The reviews should focus on their performance over the month against agreed targets and include a coaching plan for the following month to develop the team and their skills.

### **Quality Assurance:**

- The Team Leader's performance will be evaluated on the basis of his/her team's performance. The Team Leader should ensure that all team members achieve at least 85% of their agreed targets during the performance cycle.

**Process improvements:**

- The Team Leader will be responsible to suggest a pre-specified number of business process improvement and/or implementation ideas during each performance cycle. The minimum number of such ideas will be decided by the Command Centre Operations Manager in discussion with the Team Leader.

**7. Management Approval** – To be completed by document owner

Version	1.1	Date	24/09/20
Document Owner	Lucy Caddis		