

Job Description: Command Centre Team Lead

Function:	Command Centre
Job:	Customer Service Team Lead
Position:	
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Customer Service Manager
Additional reporting line to:	
Position location:	Leeds

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

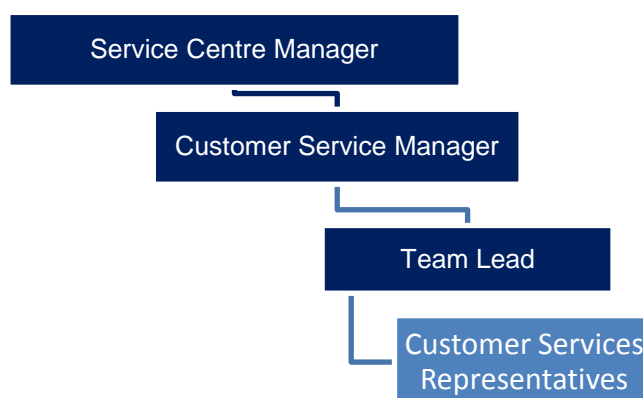
The Customer Service Team Leader is responsible for the pastoral care of a team of Customer Service Advisors (CSRs). Handles calls as and when required, provides CSRs immediate support in relation to day to day queries Supports the Customer Service Manager in the delivery of coaching and recruitment.

To proactively engage, motivate, coach the team.

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.

Revenue FY:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics		Leads a team of up to 12 CSRs 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. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- 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.
- To line manage a team providing pastoral care, and managing day to day queries and issues

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Conduct monthly 1-1s and quarterly PDRs, ensuring all actions, development and training needs are documented.
- Handle inbound and outbound calls and tasks
- 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 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 Leads and carry out other duties as required and as are commensurate with your banding and experience.
- To assist in the recruitment process
- To establish and maintain excellent customer relationships and develop confidence in our systems and processes.
- 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

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

Call handling performance and quality

- To handle customer calls in line with the quality standards expected of a Customer Services Representative.
- To maintain expert knowledge in relation to processes, use of relevant systems and customer knowledge

Staff performance evaluation

- To hold monthly 1-1s 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 Lead's performance will be evaluated on the basis of his/her team's performance. The Team Lead should ensure that all team members achieve at least 85% of their agreed targets during the performance cycle.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- 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
- Advanced knowledge of and skills in CMMS applications
- 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

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- Builds trust and support of others by ensuring communications are timely, accurate and honest
- Has a broad understanding about what is important to the client and those of their customers
- Understands the importance of asking questions in order to understand issues
- Makes appropriate decisions in a logical and timely manner
- Demonstrates a consultative approach with stakeholders
- Understands the importance of attention to detail and communicating decisions sensitively
- Proactively plans use of time to minimise reactivity
- Challenges deadlines to prioritise own workload effectively
- Thinks and plans things through with the appropriate level of detail

9. Management Approval – To be completed by document owner

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Document Owner	Lucy Caddis		