

Job title:	Customer Contact Team Manager
Directorate:	Strategy, Business Intelligence & HR
Date written:	March 2021
Notice period:	One month
Grade:	GGSC - 10
Job code:	1566

Purpose of job

Abri's Customer Service Centre is responsible for providing an excellent service to our customers, responding promptly to enquiries. This includes managing and responding to omnichannel contact, including telephone calls, emails, texts, webchat, and social media contact.

The Customer Contact Team Leader is responsible for leading and managing a Team of Customer Service Advisors providing a best-in-class service. The Team Leader will use their insight to support the development and improvement of Abri's customer service offering.

As well as measuring and reporting on the performance of the Team, the Team Leader shall support Advisors with their personal and professional development, in turn improving the overall performance of the Team and service offered to Abri customers.

Key duties and responsibilities

- Become a customer experience and brand ambassador leading by example.
- Lead, motivate, and inspire a team of Customer Service Advisors to deliver exceptional service to our customers.
- Coach, train, and conduct regular performance management exercises including quality monitoring with a team of Customer Service Advisors, ensuring that the team have the information and skills they need to operate effectively.
- Identify areas of our systems, processes, policies, or training that could be improved, suggest improvement opportunities, and where necessary test and implement new solutions.
- To personally respond to customer contact as required and support team members with complex matters as an escalation point.

- To regularly measure and report on the performance of the team members and take action to improve where necessary.
- To work in partnership with other business areas to increase awareness of cross functional matters, changes, and issues, and contribute to business wide solutions where suitable.
- To be available out of hours on a rota basis to support any customer related out of hour enquiries.

Knowledge, skills and experience required

- Experience of working in a supervisory or management role, or significant experience within a contact centre (preferably with an understanding of omnichannel contact).
- Be customer focused, with a commitment to offering a best-in-class customer service.
- Coaching experience, with the ability to keep a team motivated.
- Able to build successful and effective working relationships with stakeholders across the wider business.
- Ability to show initiative, work under pressure, be a proactive problem solver, and make appropriate decisions.
- Experience of staying calm under pressure, with ability to deal effectively with difficult customers and challenging situations.
- Demonstrates our Values and Behaviours.