

## **Job and Person Specification**

**Title / Position:** Customer Relations Team Leader

**Reports to:** Customer Relations Manager

### **Accountabilities:**

- Assist the CRM to manage the relationship with Valuelabs to ensure best possible value for money
- Measuring team of operators against brand set K.P.I & S.L.A
- Documenting Performance Management of team members
- Holding regular One to One reviews & building of PDP with direct reports
- Provision of performance reports to CRM with management information interpretation and feedback on daily, weekly & monthly basis.
- Working with CRM to constantly review KPI & adjust against performance and productivity
- Ensure metrics of productivity and efficiencies are set, monitored, supported and improved
- Monitor and review processes and people, coaching where required, ensuring highest levels of customer service excellence
- Ensure additional customer relations contracts are brought on in timely fashion to support operational activity
- Ownership of appropriate CR sections of any tender on new contracts with CRM
- Management of Brand Specialists and assist CRM in managing Senior Operators

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### **Additional Duties Will Include:**

- All associated staff HR issues
  - Attendance of management meetings as required
  - Briefing to CR department of any relevant data
  - Succession planning of Senior Operators / Brand Specialists
  - Strategic planning with CRM & Managing Director
  - Networking with Brand representatives
  - Any other duties as per needs of the businesses.
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**Key Results & Expectations of the Role:**

- Works effectively against K.P.I & S.L.A as defined by the business to support strategy
- Ensure best advice & service delivery is given to customers to ensure their satisfaction and repeat business
- Evidence of contributing proactively towards Harrier business goals
- Building strong relationships with individual brands
- Is role model in delivering exemplary customer service according to company and brand standards
- Maintains standards, systems and procedures in accordance with company and brand standards
- Adhere to all statutory requirements
- Contribute to effective team work and recognise the importance of team goals
- Contribute to the operational efficiency of the business.

**Key Competencies:**

- Able to work effectively under direction of CRM
- Excellent communication skills & robust management style
- Attention to detail
- Important that the individual thrives on working within a team environment
- Lateral, creative thinker with a strategic business focus
- Able to work efficiently within a hectic and diverse team working environment
- Highly competent at handling multi-skilled activities and be able to prioritise daily, weekly and monthly tasks
- Able to work well under pressure, and with strict deadlines
- Business focus
- Customer service
- Concern for order and quality and ability to coach with regards to quality
- Teamwork
- Good level of IT and keyboard skills.

**Person Specification:**

- Confident and enthusiastic as the job will mean immediately working in a dynamic and fast moving environment
- Pragmatic & resilient in order to produce accurate work in a time bound environment under pressurised situations.
- Robust personality that can manage against set parameters & deliver hard messages when needed
- Energetic & motivational approach

**Preferred Skills and experience:**

- At least 2 years Operational & Customer Service management experience essential
- Proven achiever against set KPI & SLA
- Experienced people manager
- Contact Centre experience
- Experience of working with & interpreting management information
- Experience and knowledge in assessing NVQs