



ROLE PROFILE

Job Title: Customer Service Team Leader (Repairs)	Role Reports to: Repairs Centre Service Manager	Business Function: Repairs and Maintenance Centre	Grade: G
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Job Purpose: Coordinate the-day to-day operations of the Repairs Centre Customer Service team. Driving a customer focused approach, ensuring effective & efficient contact handling is achieved and adhering to relevant policies and procedures.	Key Competencies: <ul style="list-style-type: none">• Flexibility & Resilience• Meeting Customer Needs• Building Relationships• Interpersonal Understanding• Results Focus• Leadership• Developing Others
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Key Responsibilities:

1. Manage the day-to-day operations of the Repairs Customer Service team, providing support, advice and coaching to resolve complex issues, ensuring exceptional customer service is maintained and that all contacts are handled effectively in line with agreed SLA's
2. Manage, coach and develop a team of Customer Service Advisors, conducting regular 121's and twice-yearly Performance Development Reviews to review performance versus objectives.
3. Manage and ensure the effective resourcing of the contact queues, to ensure customer contact is maximised.
4. Enable the Customer Service Team to function efficiently by taking responsibility for coordinating the team's workloads and escalated calls.
5. Contribute to the implementation and embedding of software and scripts to accurately diagnose repair calls and arrange appointments with the appropriate tradesperson.
6. Support the team to accurately respond to the repair call on first contact to ensure the customer receives the appropriate resolution.
7. Liaise effectively with the Scheduling Team Leaders and operations where required to ensure that contacts and repairs are adequately managed and customer satisfaction maintained.
8. Make a positive contribution to the culture of the Customer Service Team by creating and leading on performance incentives throughout the year.
9. Responsible for effective first tier complaint handling.



10. Work effectively to manage resource in the team ensuring the effective management of contacts and appropriate cover during periods of planned and unplanned absence.
11. Contribute to the continuous improvement of the service by working with the Repairs Centre Service Manager, business and external partners.
12. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Good understanding of best practice & efficiency in a contact centre environment. 	<ul style="list-style-type: none"> • Knowledge of Windows Dynamic
Skills	<ul style="list-style-type: none"> • Ability to develop and maintain strong relationships with business partners and external organisations that also work closely with our customers. • Excellent customer service skills. 	
Experience	<ul style="list-style-type: none"> • Previous People Management Experience. • Experience of managing a multi-channel contact centre • Experience of agreeing, setting & monitoring performance targets. 	<ul style="list-style-type: none"> • Experience of managing a multi-channel contact centre team in a housing environment. • Experience in a specific trade
Qualifications/Education	<ul style="list-style-type: none"> • GCSE Maths and English (or equivalent) 	<ul style="list-style-type: none"> • Housing Qualification or equivalent experience.
People Management Responsibility?	This role has line management responsibility, including coaching, development and performance management.	
Budgetary Responsibility?	This post has no budgetary responsibility	



Key Relationships (internal/external)	Effectively manage the relationships with other YHG teams and external service providers to the benefit of the Groups residents
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Safeguarding of Children Young people and Vulnerable Adults
 Your Housing Group and Fix360 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group and Fix360 employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Key Role Performance Indicators	
<ol style="list-style-type: none"> 1. Your team to achieve the average handling time (as a minimum) for the Contact centre every month. 2. Your team to achieve a minimum adherence measure of 92% every month 3. Your team to achieve a minimum quality score of 90% on all channels (telephony, email, webchat, SMS). 4. Your team to achieve the contact centre average on Right First Time resolution, minimum 70% 5. You team to achieve a Customer Satisfaction score of 90% or over for contact handling 6. Your team to record 100% of contacts accurately on the CRM/Orchard systems 7. Your team to achieve zero complaints upheld regarding the service provided 	
Date Role Profile Created/Updated:	January 2020