

Yorkshire Housing Role Profile



Job title:	Team Manager (Customer Experience)	Leader of others:	Yes
Reports to:	Customer Experience Manager	Contract type:	Agile Homeworking
Business area:	Customer Channels – Customer Experience Delivery	Car allowance:	No
Budget holder:	Yes	DBS required:	No

Job purpose

Reporting to the Customer Experience Manager, you'll be responsible for the day-to-day activities and leadership of team members in our contact centre. You'll be a great story-teller to inspire and lead your team to be curious and have a growth mindset to improve our customer experience. You'll set targets, coach, develop, improve quality, support and lead your team.

Using your expertise, you'll also guide your team to maximize usage of digital channels and ensure the self-service offering is promoted so that our customers are offered an excellent customer experience by leading an engaged, motivated and high performing team to ensure a quality and seamless customer journey.

You'll motivate and inspire your team to take pride in the service they provide, do the right thing, not the easy thing always putting the customer at the heart of what they do. You'll create a culture of inclusion and continuous development. You'll take proactive ownership of customer complaints and operational issues to ensure the service is delivered efficiently and key targets are met.

Key responsibilities

- Responsible for leading, motivating and inspiring a large team of Advisors and Experts to deliver a customer obsessed service across both voice and digital channels, setting a clear vision of expectations, targets and standard of behavior throughout your team.
- You'll foster a resilient team environment, encouraging adaptability and perseverance
- Be an expert in the team's work and a key point of contact for the wider business on day to day operational matters.
- Ensure through performance reporting and auditing that we are compliant with service level agreements and policies and procedures, ensuring improvement plans are in place and effective where necessary and that all risks are managed.
- Coach and develop your team to improve individual performance against service levels.
- Support and encourage a positive coaching culture to allow your team to develop and improve
- To develop and maintain strategic relationships and links with stakeholders promoting a positive profile of Yorkshire Housing and the customer experience team, maximising opportunities for service development, improvement and building great relationships
- Take responsibility and contribute actively to service development through involvement in projects, policy formulation, business development and the achievement of strategic aims and objectives, ensuring that external factors such as good practice and national policy are taken into account where appropriate.
- To be the first point of contact for 3rd party contractors of the customer contact centre, managing contracts and relationships
- Partner with the Resource Planning Expert to monitor real-time performance and give real-time feedback to ensure resources are being used effectively
- Work with our experts as a leadership team to develop their skills
- Promote and support effective team working throughout the business with good communication and regular two-way feedback.

- Foster a cohesive, creative, and comfortable working environment, mediating any interpersonal issues within the team and
- Recognise high performance and reward accomplishments.
- Support recruitment and selection of new team members
- To be a Designated Safeguarding Person (DSP) as outlined in YH's safeguarding policies and DSP role description, including being a point of contact for advice for the other DSP's in the team on safeguarding concerns, ensuring support for frontline staff, ensuring follow up actions are agreed and implemented and lessons learned are embedded.

As you can imagine, the above might not be all you'll be responsible for in role so you might be asked to take on some other key responsibilities if they're suitable for your role.

What you'll bring to the role

The main things:

- Experience of leading a team in a Call centre setting.
- Ability to lead, coach, develop and motivate a remote team.
- The ability to deal with difficult and complex situations, conflicts and complaints positively.
- Able to demonstrate a growth mindset and the ability to lead, coach and develop a team.
- Excellent communication and interpersonal skills.
- Ability to prioritise, manage your own workload and to meet deadlines.
- Analytical and experience of using performance management data to identify coaching opportunities to improve customer experience.
- Eagerness to develop own skills and adapt to change.
- An ability to drive change and continuously improve the experience for customers.
- Personal values and approach that align with YH's values.
- The ability to work flexibly in line with Hub, Home and Roam principles.
- Knowledge of relevant legislative and regulatory framework.
- Experience of successful relationships with internal and external partners.
- Knowledge of call centre software and resource planning tools and self-service systems
- Comprehensive IT experience especially in MS products.
- Eagerness to develop own skills and adapt to change.
- Personal values and approach that align with YH's values
- Ability to work flexibly in line with Hub, Home and Roam principles.
- An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.

It would be a bonus if you have:

- Experience of leading a team in a Multi-channel environment covering Voice, Email, SMS, Webchat and Self Service.

Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

Create trust • Do the right thing, not the easy thing • Be honest and open • Do what you say

Be curious • Think differently • Ask questions • Keep learning

Make it happen • Own it • Do it • Be empowered

Achieve impact • Do things that matter • Deliver results • Show pride and passion

Have fun • Enjoy work • Be yourself • Stay connected

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.

Date Role Profile last reviewed:	March 2025
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