

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 Experience Delivery	Budget holder?	Yes

Job purpose

Reporting to the Customer Experience Manager, you'll be responsible for the day-to-day activities and guidance of team members. You'll set targets, implement guidelines, monitor quality and assist with any issues the team may have. Using your expertise, you'll also guide your team to maximize usage of digital channels and ensure the self-service offering is promoted. This ensures 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 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 a large team of Advisors and Experts to deliver a customer obsessed service across both voice and digital channels
- 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.
- Provide effective leadership and communicate a clear vision of expectations, targets and standard of behavior throughout your team.
- Set clear expectations for all individuals, discussing performance on a regular basis to motivate and meet service levels.
- Monitor and review your team and 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, maximising opportunities for service development and improvement.
- 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
- To monitor real-time performance in conjunction with the Resource Planning Expert and give real-time feedback to ensure resources are being used effectively
- Work with our experts as a management team so they can 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.
- 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 might expect, this isn't an exhaustive list of your full responsibilities in role, and you may be asked to carry out some duties that aren't listed above.

What you'll bring to the role

The main things:

- Experience of managing a team in a Call centre setting.
- Knowledge of call centre software and resource planning tools and self-service systems
- Ability to lead, coach, develop and motivate a remote team.
- Knowledge of relevant legislative and regulatory framework.
- The ability to deal with difficult situations, conflicts and complaints positively.
- Experience of successful relationships with internal and external partners.
- Able to demonstrate the ability to lead, coach and develop a team.
- Excellent communication and interpersonal skills.
- Comprehensive IT experience especially in MS products.
- Ability to prioritise, manage your own workload and to meet deadlines.
- Analytical, and able to work with large volumes of information and complex data to provide insights and reports on service delivery.
- 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.
- 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.