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| *This section gives the applicant an idea of where the job fits within the organisation and who they can expect to work and liaise with.* |  | **Job title** Team Leader  |
|  | **Team** Inbound Contact Centre, Wellington  |
|  | **Reports to** Customer Service Manager  |
|  | **Direct reports** Contact Centre Operator team |
|  | **Key relationships**internal:Marketing Manager, Operations Managerexternal: customers |
| *This section states the function of the job.** *You want to answer the question ‘Why does this position exist?’*
 |  | **Role purpose**The Inbound Contact Centre Team Leader manages and leads a team to ensure that customer services meet client needs as well as the standards of a national service delivery model. |
| *This section establishes an understanding between you and your future employee about what you expect of them.* * *Setting out deliverables or outcomes means that key responsibilities are realistically achievable and accomplishments can be measured.*
* *This part of the job description often forms the foundation of a performance assessment document.*
* *Different organisations may use different names for Key responsibilities eg, tasks, duties, competencies, success indicators.*
 |  | **Key responsibilities**  | **Deliverables/outcomes** |
|  | Team leadership | * ensure team members have individual performance plans
* monitor team performance and conduct regular appraisals
* manage training and development of team members.
 |
|  | Customer service | * ensure team members understand customer needs and deliver the expected outcomes
* regularly review work processes for areas of improvement.
 |
|  | Operational management | * develop team programmes that support the organisation’s business strategy
* monitor and report on progress towards achievement of plans and strategies
* foster a customer-focused working environment, with clear responsibilities and expectations for team members.
 |
|  | Relationship management | * develop and maintain collaborative relationships with key clients
* establish and maintain active and constructive relationships with other teams in the organisation.
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|  | Health and safety | * ensure staff are informed of and trained in safe practices and procedures in their specific areas of work.
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| *This section sets out the* *experience, characteristics and competencies you think an applicant should have in order to perform the role and fit into the organisation.* * *Remember that skills are not the only thing that makes someone the right employee. Skills can be learned, but a person’s attributes – that make them fit in and work well with the others in the organisation – can’t be learned.*
 |  | **Person specification**Essential skills: * at least 2 years’ experience managing a customer service team
* strong motivational and empowerment skills
* strong communication skills
* strong relationship management skills.

Essential attributes:* possesses managerial courage
* takes initiative
* works well with all kinds of people
* remains calm under pressure.
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