|  |  |  |  |
| --- | --- | --- | --- |
| *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 Manager  external: 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. |
|  | Health and safety | * ensure staff are informed of and trained in safe practices and procedures in their specific areas of work. |

|  |  |  |
| --- | --- | --- |
| *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. |
|  |  |  |