


<b>Job Title:</b>  <b>Team Leader – Customer Relations</b>	
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<b>Department</b>	Customer Relations
<b>Reporting To</b>	Customer Relations Manager

<p><b>Role Description</b></p> <p>Manages and leads a team of employees. Communicates company goals, safety practices, and deadlines to team. Motivates team members and assesses performance. Provides help to overall management team, including recruitment, induction and ongoing training/coaching, to deliver quality outcome with team performance.</p>
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<p><b>Key Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Oversee day-to-day teams' operation and performance</li> <li>• Set clear team goals and ensure they are met/exceeded</li> <li>• Motivate team members creating a positive work environment and atmosphere</li> <li>• Identify training needs and provide coaching</li> <li>• Listen to team members' feedback and resolve any issues or conflicts</li> <li>• Acting as a role model for the customer relations team</li> <li>• Provides quality customer service, including interacting with customers, answering customer enquiries, and effectively handling customer complaints</li> <li>• Assist line manager with recruitment processes and new team member training</li> <li>• Supports team manager and performs management duties when manager is absent or out of office</li> </ul> <p><b>Customers</b></p> <ul style="list-style-type: none"> <li>• Ensure the teams product knowledge is accurate allowing claims to be processed and verified in line with policy terms and conditions</li> <li>• Liaise with other providers to prevent fraudulent activity</li> <li>• Ensure all new customers, changes to cover levels are processed accurately and within timescales through proactive supervision of team.</li> <li>• Provide monthly/weekly reports with new and cancelled members to company accounts</li> <li>• Responding to customer queries and requests for information by telephone, post and email promptly.</li> <li>• Acts as a role model in terms of customer care and achieving quality outcomes</li> <li>• Supports the retention of existing customers by taking active part in retention initiatives</li> <li>• All customer queries/interactions are handled appropriately with escalation to senior person as required</li> </ul>
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#### Training /Staff Development

- Monitor the performance of own team through observations, call listening etc.
- Conduct 1-2-1's and ensure team meet agreed service levels.
- Provide coaching and training to team members and new staff as required.
- Keep adequate records when dealing with staff issues to ensure staff treated fairly and training/coaching commitments are delivered by the company
- Supervise team to ensure compliance with confidentiality requirements including the General Data Protection Regulation

#### General

- Have a personal responsibility and attitude towards health & safety and ensure you do everything to maintain and promote a safe working area
- Manage your own personal development, in line with objectives agreed as part of the development and appraisal process
- Take personal responsibility for following established departmental and company procedures, and where identified, communicating to your line manager any ideas for improvements or change
- To carry any other duties as delegated by line manager

*You will also be required to carry out any other duties that may reasonably be required of you.*

*On occasion, be willing to be flexible regarding start and finish times to meet particular foreseen or unforeseen work.*

#### Competencies

- Customer excellence
- Accuracy and speed
- Enthusiasm for continual improvement
- People/customer focused
- Coaching and training
- Decision making
- Trust and accountability

#### Essential

- Team Leader experience
- Experience of working in a PRA/FCA regulated environment preferable
- Leadership skills
- Strong interpersonal and communication skills
- Critical thinker and problem solving skills
- Motivational skills
- Results orientated
- Employee training skills
- Evidence of work accuracy and attention to detail
- Microsoft word/excel skills
- Team player
- Excellent time-management skills