



## VIRTUAL SERVICES TEAM LEADER

### Job Description

**Team:** Virtual Services

#### Purpose of job:

- To lead and manage a team of Advisers to deliver exceptional performance

#### Scope of job – main responsibilities:

- Underpinning all of the responsibilities is the role of providing support and assistance for your team and the end customer, with an expectation of flexibility in undertaking responsibilities in keeping with the needs of the service
- In order to support critical relationships with key stakeholders, occasional travel within England will be expected

#### Critical operational processes

- To oversee the provision of information and advice to customers in a multichannel environment including web/email/SMS/webchat/social media/telephone support ensuring they receive the information they require and that every effort is made to ensure the intervention leads to a positive tangible impact on their business or business idea
- To ensure that all of your teams are delivering excellent customer service
- To ensure the team support the delivery of the wider service including support to Knowledge Managers
- To effectively manage the team to deliver key business objectives and SLAs agreed
- Develop and lead a culture of continuous improvement to reduce costs, maximise efficiency, staff satisfaction and KPI performance
- Build effective relationships with both internal and external stakeholders in order to maximise opportunities to populate the Knowledge Bank, referral opportunities, customer satisfaction and KPI performance
- Support the Digital and content teams with development of robust and engaging content for the provision of digital advice and information

## **Systems development and reporting**

- To monitor workflow performance across the team to ensure the delivery of exceptional customer service whilst securing KPIs/targets
- Accurate and timely reporting of MI information
- Proactive participation in projects as required ensuring continuous improvement in working practices

## **People management**

- Set and provide clear direction on the service mission, vision, aims and objectives, leading by example at all times
- Take responsibility for ensuring the adherence of the company values and behaviours within their team
- Lead and manage the employment process, from recruitment through to termination, in line with HR policies and procedures, ensuring fairness of access and opportunity to all
- Ensure performance is effectively managed and issues are addressed in a timely and appropriate manner
- Develop people with the right skills, knowledge, attitudes and behaviours to operate to their full potential
- Engage employees through involvement and communication
- Support employees' health and wellbeing and maintenance of a good work-life balance
- Ensure efficient workflow by directing and guiding the work of others within the team and across functions (as appropriate)
- Recognise and value people's individual contribution to the company

## **Position within the organisation**

- The role reports to the Senior Project Manager – Virtual Services
- The role will require communication with external customers, and internal liaison with colleagues throughout UMi

## **Dimensions and limits of authority**

- There is no financial budget responsibility
- The role holder is responsible for the quality of service delivery and achievement of their teams' Key Performance Indicators
- Decisions will need to be made on a daily basis on the appropriate service provision for customers based on eligibility and identified needs.
- The role holder will be responsible for any first point escalation of complaints.

## **We are brilliant standards**

- Embrace and demonstrate with integrity, the standards and behaviours which underpin the business's values
- Maintain the highest standard of professional conduct at all times both in business and socially with colleagues, clients, business networks and partnerships
- Commit to the principle and practice of Continuous Professional Development and to undertake additional training to meet individual and organisational needs
- Follow Health and Safety procedures put in place by the business to ensure the safety of you, your colleagues and others who may be affected
- Uphold the business's commitment to equality of opportunity to all and following UMi's Equality, Diversity and Inclusion Policy
- Support the business in achieving its sustainability and environmental aims and objectives
- Contribute proactively to sharing ideas, knowledge and best practice to bring about business improvement
- Undertake any other additional tasks and responsibilities appropriate to the level of this post

## **Summary of knowledge, skills and experience - essential**

- Basic educational standard (GCSE) to high standard including Maths and English
- Proven leadership qualities and experience of managing a team, preferably within a service environment
- Ability to build constructive and effective relationships, to motivate and lead a team to deliver results in a target driven environment
- Experience of using a Customer Relationship Management database
- Ability to manage performance of a team and achieve Key Performance Indicators across a range of metrics
- Demonstrable ability of working under own initiative
- Ability to understand data and translate it into meaningful management information
- Ability to present information in a professional manner both in presentation and reporting formats

## **Summary of knowledge, skills and experience - desirable**

- Formal training in people management (ISM, NVQ, IPD, coaching etc)
- Wide experience of working with different business situations, functions, and key personnel, coupled with strong commercial understanding
- Experience of managing digital strategy via multiple channels including but not limited to social media, online forums, blogs, webchat, email and text

- Experience of delivering or leading a team in a business support advice and information provision

**Job holder signature:**

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**Line manager signature:**

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<b>COMPETENCY AND BEHAVIOURS</b>	<b>ONE OF THE TEAM</b>	<b>SETTING AN EXAMPLE</b>	<b>STANDING OUT FROM THE CROWD</b>
<b>DECISIVENESS</b>	Presents clear information and analysis to aid decision making.	Always present a recommendation which is well considered and underpinned by sound research.	Thoroughly considers factual and personal information and makes recommendations based on financial and reputational factors. Where risks are identified a well thought through mitigation strategy is presented.
<b>BUILDING &amp; ENHANCING RELATIONSHIPS</b>	Recognised as being approachable, takes action to put others at ease. Presents themselves in a professional manner.	Actively invests the time to get to know individuals and organisations and is a source of advice for others.	Is highly approachable and a trusted colleague recognised as a source of advice for others. Takes the time to think through how to approach a new relationship or how they can add value to an existing relationship. Acts as an ambassador of UMi internally and externally.
<b>ORGANISATIONAL AWARENESS</b>	Can describe who we are, what we do and what makes us special.	Actively gets involved in business wide projects and proactively promotes business services	Is well recognised across the business, instigates cross selling opportunities and has a demonstrable understanding of key projects and performance at all times.
<b>DEVELOPING SELF AND OTHERS</b>	Actively participates in training opportunities and in 1:1's to identify areas for self-development.	Proactively offers support to others based on their experience and specialism, and looks for opportunities internally to develop skills and experience or learn from others	Without instruction undertakes both formal and informal development activities such as online webinars, personal research, external training and update sessions. Proactively engages in external opportunities for self-development e.g., involvement in charities, sports clubs etc.
<b>COMMUNICATION &amp; INFLUENCING</b>	Consistently structures both written and verbal communication well, using the most effective method whether face to face, always checking to ensure the recipient has a clear understanding.	Tailors communication effectively to meet the needs of the recipient. Takes the time to understand how best to approach a situation and also actively considers how the other person will perceive things.	Actively develops new strategies for communicating that encourage engagement and presents information effectively.
<b>PLANNING &amp; DRIVE FOR ACHIEVEMENT</b>	Displays a positive outlook at all times, independently plans workload and proactively communicates and negotiates changes to agreed deadlines. Consistently punctual and well organised and always clear about what outcome is required.	Suggests solutions to be able to accelerate activity or re prioritise to enable increased activity to be handled, constructively challenges targets and encourages others to succeed.	Set themselves personally challenging targets, operates independently and proactively makes recommendations for improvement in either team or group methods and approaches.