



ROLE PROFILE

Customer Experience Team Leader

Line Manager	Customer Experience Operations Manager
Location	1st Floor, Optima Building 58 Robertson Street Glasgow G2 8DU
Department	Customer Experience (CX)
Direct Reports	CX Agents (circa 10)
Role Purpose	<ul style="list-style-type: none">• To successfully lead a team of CX Agents to deliver an outstanding customer experience whilst continually monitoring service levels, focusing on continuous improvement, and delivering organisational KPI's.• Ensure customers are provided with an excellent customer experience focusing on first contact resolution, by driving and engaging the performance of the team to achieve excellence in delivering a proactive, high-performance culture of continuous improvement. the best service to customers and internal stakeholders while demonstrating our values.• Have awareness of statutory and regulatory requirements, as well as internal policies and procedures to ensure compliance.• Understand your contribution to the wider Solvd. strategy and goals.
Key Accountabilities	<ul style="list-style-type: none">• Responsible for managing and coaching CX Agents. Support them to be effective in their roles, working smartly and efficiently to motivate and inspire them to achieve outstanding customer service.• Coach and educate CX Agents to further strengthen and enhance their performance to meet SLA's and customer demand.• Delivery of HR related tasks, policy, and procedure. This can range from sickness absence management to performance and disciplinary.• Create a culture of engagement encouraging growth, personal development, and a great place to work through regular 121s to discuss performance and wellbeing.• Work in conjunction with training and quality team to ensure quality standards are met and positively contribute towards department quality performance.• Responsible for allocation of work through different streams to ensure these are kept within SLA and meet.• Work closely with senior agent to ensure development structure is in place with agreed timelines and goals.• Update CX processes as and when required to ensure up to date information is readily accessible for colleagues.

Key Stakeholders

- External Stakeholders
 - Customer Experience Team
 - People Team
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Personal Specification Essential

- Possess the management skills to lead, develop and motivate a team.
 - Show clear vision and purpose and inspire teams and colleagues to organise themselves in an agile way to reach targets.
 - Problem solving skills (calculations, numeracy, analytical).
 - Attention to detail and accuracy skills.
 - Ability to work independently and as part of a team.
 - Ability to work under pressure against tight deadlines and competing priorities.
 - Builds strong relationships and collaborates with internal and external stakeholders.
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Personal Specification Desirable

- Knowledge of Train Operating Companies Customer Experience processes
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Key Behaviours

- To behave in a manner that displays our values: Dependable, Agile, Proactive, and Inclusive
 - Engage in continuous improvement of day to day work, developing a continuous improvement mindset supported by the tools and mechanisms to enable bottom up improvement.
 - Promote the health, safety and wellbeing of yourself, customers, and colleagues
 - Be a role model for Equality, Diversity, and Inclusiveness
 - Successful completion of security and background checks
 - Environmental awareness
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