Customer Service Team Leader

> Customer Services > Customer Experience > Customer Service Centre

What's it all about

Ensuring our residents feel listened to and fixing things well and fast are key to delivering the customer experience we want for our residents.

Our customer service centre complements our local and place-based service by ensuring residents can always reach NHG for service requests or updates on issues related to their property or living experience.

CSC Team Leaders will lead and manage a team of Customer Service Advisers (CSAs) to deliver high-quality remote support to residents in an omnichannel environment.

How you'll make a difference

As a Customer Service Team leader, you will lead a team handling a wide range of enquiries from residents while remaining sensitive to their needs at all times.

You'll motivate the team to deliver excellent customer service, celebrate success and identify learning opportunities.

You'll understand the value in treating colleagues and residents with respect.

You'll listen to and understand resident requirements and resolve these in an efficient manner, delivering an excellent customer experience.

How you'll do it

- You'll manage the performance of a team of CSAs responsible for dealing with high volume omnichannel resident queries.
- You will work in a Performance Management driven culture with SMART objectives linked to the overall CSC key performance indicators.
- You will provide ongoing coaching and development to your CSA's which will include monthly 121 sessions and the use of individual development plans.
- You will be a customer service ambassador to ensure your CSA's provide excellent customer services, take ownership and promote customer self-service at every suitable opportunity.
- You will monitor the quality of your team's work to ensure they respond to resident enquiries knowledgeably with reference to NHG policy and procedures and training materials.
- You will; ensure CSAs accurately record resident interactions in Workwise to ensure a complete record exists.
- You will ensure CSAs provide first time resolution where possible to do so.
- You will ensure CSAs inform residents about next steps for requests or enquiries referred to local officers or specialised teams.
- Escalate enquiries or requests as appropriate in line with NHG policy ad CSC guidance.
- Keep informed about operations in NHG and how they affect the service our residents' experience.
- Oversee the delivery of administrative tasks related to residents' homes and tenancies which will support delivery of excellent customer service.
- Be self-reliant and maintain high standards of work and behaviour even under pressure.
- Be an effective member of the management team, sharing knowledge and learning from others.
- Be a positive ambassador for the customer service centre and NHG.
- Seek and act on feedback about your performance.

- Contribute to the customer service centre effectiveness by ensuring your team meet objectives on customer satisfaction, first call resolution, calls handled, average handling time.

- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.

- Hybrid arrangements – at least three days a week in our office. Depending on work and interactions required, working from home may be possible 1-2 days a week.

All about you

Living our values

Our purpose is to create a fairer London where everyone has a place to call home, and our mission is to listen to our residents and provide homes and services that enable them to thrive.

Our values are at the heart of everything we do and guide how we work, collaborate and make decisions every day. By bringing them to life, you'll help us deliver our mission and make a positive difference for residents, communities and colleagues

Our values are:

- **We succeed together**
- **We keep our word**
- **We do better every day**

To learn more about our Values Framework, including what each value looks like in action, please refer to our full **Values Framework document.**

This is a people manager role. Please refer to our people manager standards.

Essential knowledge, experience and skills, qualifications and professional memberships including regulatory requirements

- Experience of working in a customer service centre environment or similar customer service focussed organisation, interacting with customers to deliver high-quality services.

- Experience managing a team in a customer service or contact centre environment.

- Experience of working in a fast paced and high-pressure environment.

- Experience in processing complex customer enquiries and to their satisfactory conclusion using resources available.

- Experience of dealing with challenging customers.

- Knowledge and experience of using Customer Relationship Management (CRM) tools to capture customer information and process service requests.

- Excellent interpersonal skills.

- Ability to work flexibly and have an adaptable approach to change and lead people through change well in fast-paced environment.

- Intermediate/advanced IT and systems skills including Microsoft office.