

CUSTOMER SERVICES TEAM LEADER

PERSON SPECIFICATION

Category	Requirements	Essential/ Desirable (E/D)	How determined: Form/Interview/Ref/ Assessment
Qualifications	Good standard of English and Maths.	E	Application
	Appropriate NVQ in Customer Service	D	Application
Experience	Proven experience of staff supervision	E	Application
	Established partnership working	D	Application/Interview
	In depth knowledge and practical experience of call centre work	D	Application/Interview
Skills/Abilities	To put the customer at the centre of all you do	E	Assessment/ References
	Ability to communicate, verbally and in writing, on a broad range of levels	E	Interview
	People management skills – ability to provide support and direction to staff	E	Application/Interview
	Ability to coach and support staff	E	Application/Interview
	Ability to think strategically and contribute to the overall success of the business	D	Interview/References
	Ability to organise and prioritise own workload and direct reports	E	Application/Interview
	Good level of computer literacy and call centre application skills – especially word and excell	E	Application/Interview
Personal Qualities	Strong interpersonal skills and excellent communication skills	E	Interview
	Self starter, able to work on own initiative.	E	Interview/References
	Ability to work under pressure.	E	Interview/References
	Commitment to promoting and achieving equality in employment practices and service delivery.	E	Application/Interview
	Organised and methodical	E	Interview/References

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	Positive with a vision to provide the best	E	Interview
	Ability to accept responsibility and make decisions	E	Interview
Circumstances	The post holder would be expected to assist the team by answering calls as and when required	E	Application/Interview