

SENTINEL HOUSING ASSOCIATION

1. **Job Title:** **TEAM LEADER (Customer Service Centre)**
- Department:** **CUSTOMER SERVICES**
- Section:** **CUSTOMER SERVICES**

2. **Main Purpose of Job**

- (a) Organisation and supervision of the staff and the services provided by the Customer Service Centre in offering a one stop shop service of quality and excellence.
- (b) Monitoring, evaluating and reviewing services offered in order to maximise the efficiency and effectiveness of the service.
- (c) Assist the Customer Services Manager with the development of the Customer Service Centre and the delivery of set key performance indicators.

3. **Position in Organisation**

Job Title of immediate Supervisor: Customer Services Manager

	Staff
Direct Reports	10
Total Managed	10

4. **Main Responsibilities and Duties**

- (a) Supervision of the Customer Service Centre (CSC) staff in order to provide an efficient, responsive and customer focused service.
- (b) In conjunction with the Customer Services Manager, initiate, implement and review procedures in order to maximise effectiveness and assist with the development of the service.
- (c) Attend sectional and other meetings as required and conduct regular staff team meetings and individual one to one meetings and annual appraisals.
- (d) Attend meetings, training courses, access all areas of the Intranet, read any publications/leaflets produced by the Association to keep up-to-date on all of the Association's functions
- (e) Effectively supervise and review all procedures relating to the work of the CSC in order to ensure that the service is operating efficiently and effectively.
- (f) Compile and maintain as required, reports and statistics on the operation of the CSC and share the information with the team/Customer Services Manager as and when necessary including the up-dating of Performance Indicator Management System.

