

# Out of Hours Team Leader

## Job Description and Person Specification

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**Stannah**

Function: Supervisory

Reports to: Out of Hours Department Manager (30 hours per week)

### **Purpose**

To support the Out of Hours Department Manager in the leadership of the Out of Hours call centre team, working alongside and in tandem with a second Team Leader. Exact working hours are to be discussed and agreed in line with mutual requirements, however the OOH Departmental working hours are as follows:

- Weekday evenings
- Weekends
- Nights
- Bank Holidays

To monitor the performance of individuals and to ensure that suitable cover is in place to take calls from all Stannah customers and to deal with queries in a timely and professional manner

Responsibility for reviewing systems and procedures with the OOH Department Manager, to update them where needed and continually look to continually refine and improve the Department, and the support of Stannah's customers outside of normal office hours.

Ensure the focus of the Out of Hours Team in all aspects of service delivery, Health and Safety being the top priority as well as People (employee development), Customer Service, Financial, Operations and Risk.

### **Core Responsibilities**

#### **1. Risk:**

- No compromise on **Health and Safety**: of yourself, your colleagues, customers and members of the public by adhering to and be a champion of our Health and Safety Policy at all times.
- Comply with all relevant Company Policies and Procedures within our Quality Management System (QMS).

#### **2. Financial:**

- Consider your actions and the financial impact that they have on the business.
- Care for company equipment to prevent damage or wastage.

#### **3. Customer:**

- Deliver the service professionally and with pride, in line with the Company values of "We Take care" and "Always being True to our Word".

- Maintain pro-active communication with your customers at all times, both externally and internally.
- Ensure you support your team to deliver the very highest levels of customer service, pro-active communication being the key element to this.
- Managing customer expectations and updating before issues become escalated.

#### 4. People:

- To support your manager and your shift teams to deliver the required levels of service.
- To support the department in recruitment, retention, induction and training of new employees
- To ensure adequate shift coverage levels at all times and escalate any resource shortfalls in a proactive manner.
- Attend all planned training, actively participate and apply the learning effectively in the workplace.
- Contribute to, and where appropriate take the lead on, continuous improvement activities.

#### 5. Operations:

- Work to the agreed standards to ensure service delivery is achieved and maintained as a minimum.
- Act as an escalation point for the team in terms of complaints, and support of our client's contractual obligations.
- Utilise the core business systems, and tools within, to improve operational performances.
- Ensure you use intercompany systems correctly and communicate effectively with your peers, office staff and other group companies so that at all times the highest levels of motivation, co-ordination and co-operation are maintained.

#### People Management Responsibilities:

- **Health, Safety and the Environment.** Monitor and manage OOH Administrator Teams for compliance with Stannah policies.
- **Absence Management:** Ensure staff attendance is monitored and managed in accordance with the absence management policy, including the accurate reporting and completion of Return-to-Work interviews.
- **Performance Management:** Ensure staff are performing to the standard required and in accordance with their job description.
- **Appraisal:** Carry out regular reviews in accordance with the Appraisal Procedure, including completion of the training needs identified to further develop engineers. The training needs must be communicated to the relevant department of Training and/or Learning and Development.
- **Employee Relations:** Manage staff in accordance with the company policy and procedures. This includes taking a leading role in the disciplinary process.
- **Training and Development:** Identify and assist in the training and development of your team as appropriate in order to ensure they have the skills and knowledge to perform their role using the support of the Training department.

- **Development:** Participate in the development and implementation of the Company's people development, training plans and procedures. To include designing, implementing and monitoring procedures to improve performance.
- **Overall management:** Of the OOH Administrators with the support and guidance from the company HR Department.

**Other responsibilities: include work planning and general administration:**

- Resolve customer complaints and query logs to include MD complaints.
- Carry out Office Team Briefs at quarterly intervals and produce minutes to address relevant issues.
- Ordering all stationery and equipment both local and corporate and monitoring stock levels maintaining budget figures and ensuring no overspend.
- Continual monitoring of administrative systems and workloads to continually strive to improve productivity.
- Any other duties/responsibilities as reasonably requested by the business.

*This list is not exhaustive, and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and/or the Management function.*

**Relationships**

Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation in the delivery of our service to our clients.. The communication skills required include the ability to communicate technically complex and sensitive information.

External

Clients and specialist suppliers

**PERSON SPECIFICATION**

**Skills and Experience**

- Proven track record of success in a similar environment,
- A passion for delivering best in class customer service
- Experience of liaison with external customers
- Excellent communication - verbal and written
- Ability to use Microsoft Office
- Database knowledge of preparing reports, minutes and general correspondence
- Proven organisational skills with high level of accuracy.

## **Personal Attributes and Behaviours**

- An attitude that puts safety first.
- High levels of self-motivation, self-managing and tenacity to deliver on business plans
- Gravitas with colleagues, subordinates, customers
- Excellent interpersonal skills demonstrating the ability to relate well with your peers and direct reports
- Able to act with confidentiality, tact and discretion
- Demonstrates a courteous and friendly approach
- Team Player
- Ability to be flexible and to adapt to changing and challenging circumstances
- Able to operate calmly and effectively
- Ability to prioritise and meet deadlines
- Ability to formulate ideas and solutions and present them effectively when required
- A positive and constructive approach to problem solving
- An inclusive style of team leadership that reaches out to other levels of the organisation, above, below and sideways
- A personal commitment to the values of the Stannah Group, to deliver on promises in safe and effective ways that demonstrate that we care.

Stannah is an equal opportunities employer and welcomes applications from those who are eligible to work in the United Kingdom, irrespective of age, sexual orientation, race religion or political affiliation.

## **Managerial and Supervisory Responsibility**

- OOH Administrators – Weekday evenings, Nights, and Weekends (exact hours to be discussed and agreed)

## **Education and Qualifications**

- NVQ 3 in Customer Service and supervision, or equivalent demonstrable experience.

You will also complete suitable training to enable you to work to our policies and procedures e.g. the appraisal system, our Disciplinary procedures and the use of our IT systems.

## **Other information:**

- The jobholder will be based at the Dartford Branch office, and will be required to occasionally travel to our Orpington branch office, and very occasionally other locations as and when required.
- 25 Days Annual Holiday plus 8 Bank Holidays.
- Employee Benefits including but not limited to Stannah Rewards, Pension, Cycle to Work Scheme, Performance Plan, Wellbeing etc.

