

Team Leader

Job Description and Person Specification

Stannah

Function: Supervisory

Reports to: Office Manager

Purpose

To help the Office Manager manage the Branch Administration team and support the Branch Manager in meeting the Service Branch requirements by overseeing the provision of administration support to the Customer, M&R network, colleagues and Line Manager.

Management focus of our Branch Administration 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 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 stock, tools and other equipment to prevent damage or wastage.
- Ensure your activities are scheduled to ensure services are delivered effectively and within the scope of the Customer's contract to maintain profit margins.
- Recognise sales opportunities and communicate these to our Sales teams effectively.

3. Customer:

- Regardless of the contract, deliver the service professionally and with pride.
- Maintain pro-active communication with your customer at all times, both externally and internally.
- Ensure you support the Office Manager and 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 to help achieve targets as set by GM.
- 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.
- When appropriate, support Branch Administrators and where applicable, Office Apprentices with their learning.

5. Operations:

- Work to the agreed standards to ensure service delivery is achieved and maintained as a minimum.
- Utilise the SMR system, 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.
- Ensure services are completed within the set time constraints and be mindful of costs.

People Management Responsibilities, in the absence of the Office Manager:

- **Health, Safety and the Environment.** Monitor and manage Administrators 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 field 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 Branch Administrators and where applicable, Office Apprentices with the support and guidance from the company HR Department.

Administration Team:

- Regular monitoring of scheduling and missed visits - call outs and servicing figures. Designing, implementing and monitoring procedures to improve performance.
- Ordering and collation of all uniform requirements for Branch personnel as and when required.
- Attend regular department and Office Manager Team meetings.
- Monitoring of administration team to ensure that they are performing against their job description and providing all necessary support to all internal and external customers, treating the customers' needs as a priority.
- Attend off site meetings with customers, if and when required.

CRM, supporting the Office Manager as and when required:

- Logging of all complaints onto CRM database as appropriate.
- Dealing with all query logs and updating CRM when completed, if appropriate
- Dealing with all customer queries from letters, e-mails and telephone.

Other responsibilities: include work planning and general administration:

- Preparation of quality audits (internal and external) and VAT audits and take corrective action.
- Preparation of missed visit reports for Planned Maintenance Call Outs and Repairs to include Network Rail and National Contract customers.
- Resolve customer complaints and query logs to include MD complaints.
- Attendance to weekly Managers meetings to air and share views and produce minutes of meetings.
- Attendance to the monthly Sales/Service meetings to air and share views.

- Carry out Office Team Briefs at quarterly intervals and produce minutes to address relevant issues.
- Assist in the completion of the monthly branch report and review the P&L accounts when submitted.
- Ensure the financial invoices are raised and issued on major repairs, informing credit control as required.
- Compilation and presentation of data for Performance Monitors.
- Ordering all stationary 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 requested by the Office Manager, Branch Manager or other Senior members of the Stannah organisation.

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. The communication skills required include the ability to communicate technical complex and sensitive information.

External

External agencies including suppliers and customers.

PERSON SPECIFICATION

Skills and Experience

- Proven track record of success in a similar business environment, managing a team of people that are the support to the field team and customer
- Proven commercial acumen in the management of the team to deliver the required targets within the financial constraints of the contractual commitments
- A well developed understanding of 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 peers, subordinates, customers, suppliers and distributors
- 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 manage a variety of competing priorities 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 leadership that reaches out to other levels of the organisation, above, below and side ways
- Willingness to Travel as and when required
- 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 European Union, irrespective of age, sexual orientation, race religion or political affiliation.

Managerial and Supervisory Responsibility, in the absence of the Office Manager

- Branch Administrators and where applicable, Office Apprentices.

Education and Qualifications

- NVQ 3 in Management or equivalent
- NVQ 3 in Customer Service or equivalent

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:

- Working Hours: 37 hour working week. Monday to Friday, with 45 minutes unpaid lunch.
- The jobholder will be based at their contracted Service Branch Office and will be required to travel to sites, other Branch Network and 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.