

Command Centre Team Leader

Segment/Dimension	FM Platform Command Centre
Position title	Command Centre Team Leader
Reports to	Command Centre Manager
Additional reporting line to:	
Position location	Balcatta WA

1. Job purpose – State concisely the aim of the job.

- Supervise the day to day activities and tasks of Command Centre staff to ensure timely, effective, and efficient service is provided and maintained to customers.
- Provide a quality customer service experience to ensure Command Centre customer service principles, KPI's and innovative business practices are maintained and developed.
- Assist and support the Command Centre Manager leadership team with the implementation, monitoring and reporting of performance targets.

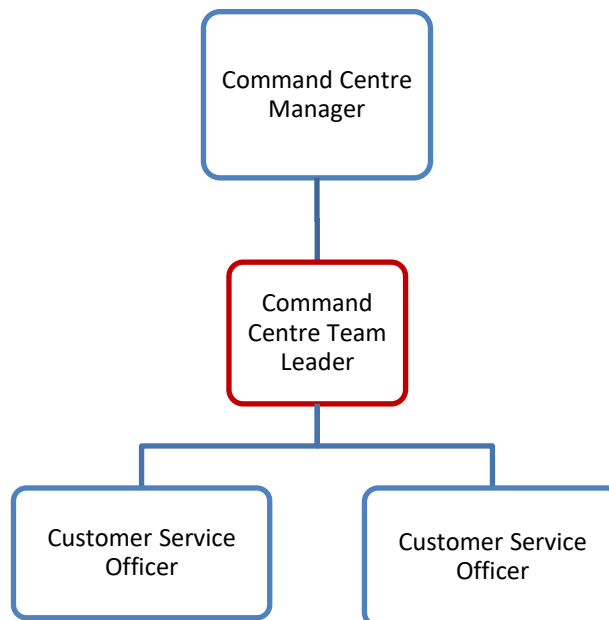
2. Job Scope – include the “volumes and relationships” managed by the position.

Key Relationships	Internal
	<ul style="list-style-type: none">• Command Centre• Operational Teams• People and Safety• Other Divisions within Sodexo Community
	External
	<ul style="list-style-type: none">• B2B Customers• Business Partners

Direct Reports 10-15 employees

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3. Organisational Chart – Indicate one hierarchical level above (i.e. manager) and, if applicable, one level below the position. Also include other jobs reporting to the same manager.



4. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Manage day-to-day line activities, escalations, and priorities, making risk/impact assessments within existing processes and procedures towards achieving SLAs
- Work closely with the team, motivating and coaching employees to achieve personal and team Key Performance Indicators
- Support the Command Centre Manager to highlight operational risks and areas for improvement
- Keep up to date with any organisational changes affecting the Command Centre and relaying this proactively to all direct reports
- Hosting 1-2-1's and team meetings weekly, as well as monthly performance and development reviews
- Ensure training and development plans are maintained for all team members
- Use company standards and values, team input and own initiative to ensure attendance and business targets are achieved
- Work with and actively support the Command Centre team to identify and deliver positive change and business efficiencies
- Escalate any appropriate problems through the correct chain of command.

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5. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

STAFF SUPERVISION AND SUPPORT

- Proactively supervise and manage the day to day activities and tasks of Command Centre staff to ensure a timely, effective and efficient service is provided to all customers.
- Identify training needs and knowledge gaps, and plan for training and development opportunities for all customer service officers.

CUSTOMER SERVICE

- Provide quality customer service, to ensure the Command Centre service principles and standards, KPI's and modern business practices are maintained and developed.
- Oversee and monitor call effectiveness and provide recommendations on suggested improvements and changes in relation to customer demands and expectations.
- Provide input and participate in the identification, review, development and adaptation of policies, strategies and procedures.

STRATEGIC AND ADMINISTRATIVE SUPPORT

- Assist the leadership team with the implementation, monitoring and reporting of performance targets.
- Participate and assist with the review and development of the centre's business initiatives and related policies, strategies, and procedures.
- Respond to correspondence and telephone enquiries that are of a more sensitive and contentious (call and email escalation) nature and assist the Command Centre manager with drafting reports, briefing papers, and other written material.
- Operate within the Sodexo's policies and procedures framework.

LIAISON AND COMMUNICATION

- Establish effective and collaborative communication relationships with their team, and other internal and external stakeholders.

6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Experience:

Min. of 2-5 to experience in leadership role within Customer Support Centre environment.

Qualifications:

Min., Diploma in Business management, or leadership

Skills:

- Experience in working with, relating to, and supporting a diverse workforce
- Customer focused with excellent influencing and negotiation skills, teamed with the ability to understand key stakeholder requirements, and build strong relationships.

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- Demonstrate experience in identifying and implementing process improvements.
- Ability to communicate at all levels with good written, verbal and reporting skills.
- Ability to resolve issues with a sense of urgency and adjust priorities to adapt to changing business needs.
- Excellent time management and organisational skills including a high level of accuracy and attention to detail.
- Self-motivated, honest, and flexible, with the ability to develop professionalism within a team.

7. Competencies – Select 5 competencies that are relevant to the role from the APSIRE library. Indicate the level required for each competency selected

- Demonstrated experience leading teams within a complex and high-volume customer service environment.
- Experience in coaching and mentoring staff to meet Key Results Areas (KRA) and Key Performance Indicators (KPI).
- Proven ability to build and foster relationships with teams, colleagues, key stakeholders, and customers
- Well-developed conceptual and analytical skills with the ability to solve problems.
- Well-developed verbal, written and interpersonal communication skills, with the ability to liaise, consult and negotiate with a variety of individuals.
- A passion for customer service with the ability to motivate staff to foster high morale, and professionalism within a customer support environment.

8. Acknowledgement for receipt of job description – To be completed by hired incumbent

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I have discussed any questions I may have had about this job description prior to signing this form.

Employee Signature		Date	
Employee Name			
Approving Manager			

FOR ACTION BY MANAGER: Please email a signed copy to HRServices HRServices.APAC.AU@sodexo.com