

JOB DESCRIPTION



Job Title: Customer Services Team Leader

Reporting to: Youth Work Manager

Location: Mahdlo, Egerton Street, Oldham, OL1 3SE

Our Vision

To be a beacon of excellence for youth-led provision in Oldham

Our Mission

To deliver high quality, innovative activities and experiences for young people from Oldham aged 8-19 (25 with a disability); to provide opportunities, raise aspirations and support young people to be the best they can be.

Our Values – The Way We Work

Passion

Respect

Inclusion

Dependability

Excellence

Job Purpose

To manage Mahdlo's front of house reception service. Develop and implement service standards so that young people and other visitors to Mahdlo receive consistently excellent service. Ensure that a customer focussed, high performance and high commitment environment is in place in reception. Provide management information regarding service levels and work with other managers to identify continuous service improvements.

Principal Accountabilities

1. Manage the delivery of an excellent reception service where as many enquiries as possible are dealt with at the first point of contact.
2. Put in place performance targets and service standards and ensure the reception team achieves these and sets an example to others in that regard.
3. Ensure there are effective and productive working relationships between reception and other teams so that a seamless service is delivered.
4. Use effective team leadership skills to encourage high individual standards of performance and demonstration of the PRIDE values.
5. Work with the reception team to identify and implement ideas to further enhance customer service.
6. Utilise excellent communication skills so team members have the information required to enable them to perform to the best of their ability.
7. Through excellent customer service and a positive personal attitude, ensure there are excellent relationships between the reception team and internal and external customers.



8. Ensure reception works as a cohesive team with a flexible approach so the service can adapt to meet changing customer and business needs and is unaffected by any unexpected absences.
9. Ensure reception team members take ownership of issues and queries and take appropriate action to deal with them up to agreed limits.
10. Gather customer service key performance indicator information, identify trends and issues and take action to drive excellent service and continuous improvement.
11. Manage staffing levels within the team and ensure there is flexibility to deal with absences so that service standards are not affected.
12. Lead on the development and regular review of key reception working practices such as quality monitoring, one to ones, team meetings etc to ensure quality and consistency of service delivery.
13. Co-ordinate the complaints process, ensuring that any complaints are passed to the right person for investigation and response within agreed timescales. Monitor complaints and provide information on them so that preventative action can be taken.
14. Take an active role in project and working groups, particularly those related to customer service and excellence.
15. Benchmark the reception service against best practice models and ensure learning is put into place.
16. Work closely with the Marketing Manager to ensure that high standards are in place in reception with regard to printed information and other displays.

General requirements

- Ensure that all responsibilities are undertaken in an effective and appropriate manner which meet the requirements of Save the Family in accordance with the Code of Conduct for Employees.
- Seek to continuously improve in order that the Charity delivers the best possible service to residents.
- Participate in regular internal/external meetings as well as in any training required.
- Participate in regular supervisions and annual appraisal.
- Ensure that all Save the Family's Policies and Procedures are adhered to at all times.
- Work in accordance with Save the Family's culture, values, aims and objectives.
- Act as a positive ambassador for the Charity at all times.
- Positively contribute to the Save the Family team working environment, taking ownership of issues and supporting colleagues where appropriate.
- Undertake any other duties that may be required from time to time.



- Appreciate that there may be a requirement to lone work, due to the nature of the service.
- This appointment is subject to the receipt of a satisfactory Enhanced Disclosure and Barring Service check and references.

NB: This Job Description forms part of the Contract of Employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management's discretion in the future. As a general term of employment, the Charity may affect any necessary change in job content, or may require the post holder to undertake other duties, at any location in the Charity's service, provided that such changes are appropriate to the employee's remuneration and status.

I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.

Name (Please print): _____

Signed: _____

Date: _____



PERSON SPECIFICATION

Post: Customer Services Team Leader		
CRITERIA	ESSENTIAL / DESIRABLE	METHOD of IDENTIFICATION
Qualifications:		
A good standard of education (i.e. GCSE A-C in English and Maths or equivalent)	Essential	Application Form
Supervisory/management training	Desirable	Application Form
Proven Experience:		
Experience of working within a similar role	Essential	Application Form/Interview
Working knowledge of Health and Safety Practice	Essential	Application Form/Interview
Experience of delivering excellent customer service	Essential	Application Form/Interview
Experience of motivating a team	Essential	Application Form/Interview
Experience of planning work and working rotas	Essential	Application Form/Interview
Knowledge, skills and abilities:		
Good communication skills at all levels	Essential	Interview
Compassionate, sympathetic person	Essential	Application Form/Interview
Understanding of the components of service excellence in a reception setting	Essential	Application Form
Aptitude for developing and implementing operational procedures and systems	Essential	Application Form
A team motivator	Essential	Application Form/interview
Able to think on feet and solve problems using own initiative	Essential	Application Form/interview
Good complaint handling skills	Essential	Application Form/interview
Good IT skills	Essential	Application Form/interview
Other Attributes:		
Ability to work as part of a team or as a lone worker	Essential	Application Form/Interview



Confidential, tactful and diplomatic	Essential	Interview
Polite, cheerful and helpful attitude	Essential	Interview
Able to take a broader view on contribute to corporate projects	Essential	Application Form/Interview

Additional Information:

- In accordance with our Child Protection and Safeguarding procedures, this position requires an enhanced DBS check.