



JOB / ROLE DESCRIPTION

Job Title	Customer Service Team Leader	Grade	4
Version	22 February 2023		

Reporting To	Customer Service Senior Supervisor	
Department	Customer Service Department	
Location	Havant	
Direct Reports	Team consists of 42FTE but direct responsibility of 8-12	
Responsible for	Customer Service Advisors	
Key Interfaces	Internal Network Water Quality Infrastructure Meter Readers WSD Developer Services	External Debt Collection Agencies Computershare Customer Minds Connected Data Capita Temetra Institute of Customer Service
Purpose of role	To manage the team to deliver exceptional customer service and meet customer demands when responding to/processing inbound contact. Ensuring processes and deliverables deliver service requirements in an efficient way, within budget.	

Values and Behaviours

We build success through a collaborative approach and by developing sustainable relationships. We will endeavour to provide a better service for both our internal and external customers and our colleagues. We will achieve this by following the Portsmouth Water core values of :

- **Excellence** – Putting the customer first. Ensuring we put our natural environment at the heart of our decision making. Pushing the boundaries on performance to deliver the best service. Empowering our people to be the best they can be.
- **Integrity** - Building trust through respect, honesty and transparency. Being accountable and taking responsibility for our actions. Respecting confidentiality, protecting data. Fairness in all we do
- **Future Focus** - Deliver high-quality, resilient services in a changing world. Attracting and nurturing the workforce of the future. Make sustainable decisions to transform the business for future generations. Co-create innovative solutions with customers, partners and stakeholders

Task List

- Manage inbound contact
- Dealing with, and responding to, customer complaints
- Managing holiday requests, sickness process and any other people processes
- Track individual and team performance
- Complete quality assurance checks
- Complete regular reviews with individuals providing feedback
- Developing individuals
- Encourage participation in wider business activities
- Attend and participate in department and business meetings
- Liaising with 3rd party providers
- Attend industry meetings
- Manage complaints
- Deputise for Supervisor when needed

Key Responsibilities

Customer Service

- Managing the team to deliver exceptional levels of customer service
- Taking responsibility for performance management and quality assurance
- Drive business goals
- Complaint Handling

Performance and Service Delivery

- Meeting contact performance ODI's
- Developing individuals to deliver performance and quality requirements
- Encourage participation in wider business activities

Compliance

- Work in line with regulatory guidance
- Work in line with business guidance, requirements and deliverables

Health, Safety & Wellbeing

- Work at all times within risk assessments
- Complete necessary online assessments – ex VDU

Other

- [List].

Person / Role Specification	Essential (E) Desirable (D)
<p>Skills and Competencies</p> <ul style="list-style-type: none"> • Excellent verbal, written, and non-verbal communication skills • Organisational and time management skills • Effective people management skills • Strong attention to detail • Recognise and implement changes to develop and improve customer satisfaction • Have a positive can-do attitude • Take ownership of a situation • Positive approach to Health & Safety 	
<p>Qualifications & Experience</p> <ul style="list-style-type: none"> • Supervisory qualification desirable not essential • Previous experience of working in a call centre desirable • Previous people management experience is desirable 	

This job / role description gives the post holder an understanding of the range of duties to be undertaken as part of the role. It does not detail every activity that will be required of the post holder. Specific tasks and objectives will be agreed as necessary according to changing business requirements, priorities, and operational needs.