

Person Specification

Experience

Essential

- Experience of leading and managing teams effectively and efficiently
- Actively promote and deliver good customer service
- Working with data to gain insight on how to improve and refine the service we offer

Qualities

Essential

- Strong, effective communication skills
- Personable and able to manage communication at all levels
- Ability to organise time and workload effectively and efficiently
- Evidence of good assessment and decision-making skills
- Ability to work in a customer service led environment
- Must be able to work alongside other team leaders - as well as independently
- Comfortable and confident with handling complaints and conflict resolution
- Approachable in offering support to colleagues
- Shows an ability to manage incidents calmly and confidently

DISPOSITION/ PERSONALITY

Essential

- A team player who thrives on generating commitment and high performance
- Motivated individual with a 'can do' attitude
- Energetic, enthusiastic and positive
- Open and supportive