

JOB DESCRIPTION

| | |
|--------------|---|
| Job Title | Driver Services Team Leader (Front Office) |
| Department | Operations |
| Reporting to | Drivers Services Manager |
| Location | Leeds |
| Job Role | <p>Using your people management skills, you will lead a team delivering outstanding service levels with regards to operational processes, telephone management and resource planning, not limited to;</p> <ul style="list-style-type: none"> • Day to day management of the team including work distribution and process management • Resource management – Team and skill based rota to meet inbound telephone traffic • Team building/engagement • Individual development and succession planning • Internal and external stakeholder management experience is essential <p>The team you'll manage day to day is highly skilled, arranging a large number of Service, Repairs and MOT's bookings on a wide range of vehicles amongst a highly diverse driver population for many of the countries blue-chip companies.</p> <p>You will have the ability to monitor performance against expectations, ensuring that business objectives are being surpassed, and that "best" practices are in operation across the Team.</p> <p>The ideal candidate will have excellent communicative skills and be an inspiration leader with a clear vision and desire to deliver a service that's best in class.</p> |

| | |
|-------------------------|--|
| <p>Environment</p> | <p>This is a professional, fast paced, challenging and exciting role working within a high call volume / transactional environment.</p> <p>The ability to manage various stakeholders across a multi-site operation is essential, as is the ability to work under pressure maintaining accuracy to the agreed service levels, whilst delivering a world class service.</p> |
| <p>Responsibilities</p> | <p>Operational Responsibilities</p> <ul style="list-style-type: none"> • Strengthen our real-time performance culture by injecting high levels of energy, focus, responsiveness and engagement resulting in continuously improving our NPS scores • Manage the Driver Services team to effectively cover a high volume of inbound calls and case administration • Monitor call volumes and maintain forecasting models to ensure staffing levels are correct • Proactively monitor department performance against Key Performance Indicators and Service Level Agreements and take appropriate action to remedy any negative trends • Drive excellent customer satisfaction and effective resolution of customer complaints or queries via all contact methods • Ensure the team adhere to the directional policy applied to each MOT, service and repair booking • Improve telephone response times by monitoring, coaching and encouragement, which includes inbound and outbound call analysis • Building and maintaining strong relationships with suppliers and customers and providing excellent customer service levels whilst under pressure • Proactively work with stakeholders across Operations and the wider business to ensure challenges to current processes, systems and customer platforms are driven forward for continuous improvement <p>People Management</p> <ul style="list-style-type: none"> • Create an inspiring team environment with an open communication culture • Day to day management of a large team • Conduct 1-2-1's and actively encourage employees personal development |



- Provide leadership and direction to the team always promoting a culture of continuous improvement
- Coaching, mentoring and developing all team members to maximise their potential
- Ensuring the shift pattern operates effectively giving the business maximum coverage throughout the teams working hours, including holidays, lunch periods and training
- Having first contact with drivers wishing to register a complaint, escalating “near misses” and serious issues to the Driver Services Manager
- Monitor team sickness, absence and holidays and adherence to operational disciplines
- You must strive for best practice across the team at all times and do this in a fair and consistent way



PERSON SPECIFICATION

| Job Title | Driver Services Team Leader | | |
|---|-----------------------------|-----------|--|
| Department | Operations | | |
| Skill | Essential | Desirable | |
| Team development and succession planning | X | | |
| Excellent telephony and resource planning | X | | |
| Strong analytical skills | X | | |
| Excellent communication and interpersonal skills | X | | |
| Sound decision making | X | | |
| Knowledge /Qualifications | | | |
| MITEL system | X | | |
| Microsoft office | X | | |
| Experience | | | |
| Working in a customer focussed environment | X | | |
| Proven management and leadership skills | X | | |
| Coaching, mentoring and development experience | X | | |
| Working under pressure and to targets | X | | |
| Personal Characteristics | | | |
| Strong leader with a desire to deliver exceptional service. | X | | |
| Self-motivated and driven | X | | |
| Professional attitude and behaviour. | X | | |
| Reliable and trustworthy | X | | |



RECRUITMENT PROCESS

Please email your CV to HR@zenith.co.uk and we will be in touch.

