

JOB DESCRIPTION

Job Title	OOH Team Leader
Department	HGV
Reporting to	Operations Support Manager
Responsible for	OOH Fleet Controllers
Location	Leeds
Job Role	<p>The candidate will lead a team delivering outstanding service levels with regards to operational processes, telephone management and resource planning to include but not limited to:</p> <ul style="list-style-type: none"> • daily management of the team's workload; • resource planning; • overseeing adherence to customer/internal procedure; • team building, motivation and engagement activities, as well as • individual development and succession planning. <p>The candidate will have the ability to agree and monitor performance against objectives, motivate the team to surpass business objectives and:</p> <ul style="list-style-type: none"> • have excellent communication skills; • have the ability to multi task and use their initiative whilst working under pressure to tight deadlines, as well as • engage, motivate and encourage the team to deliver a service that is best in class.
Environment	A dynamic and fast paced environment working in a team focused on the achievement of set targets.
Responsibilities	<p>Day to day management of a large team</p> <p>Coaching, mentoring and developing the team to maximise their potential.</p> <p>Succession planning for the team ensuring talent is utilised and team members are engaged.</p>

	<p>People management and communication to include 1-2-1s, appraisals and regular team meetings/updates</p> <p>Ensure a best in class customer service is delivered across the team and all compliance procedures are adhered to</p> <p>Provide coaching and support to the team as necessary</p> <p>Manage and support workflows to ensure accuracy and efficiency is maintained</p> <p>Resolve customer complaints and supplier issues, escalating to the Operations Support Manager as necessary</p> <p>Work with the team leader and management team to improve processes, functions or communication problems</p>
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PERSON SPECIFICATION

Job Title	OOH Team Leader		
Department	HGV		
Skill	Essential	Desirable	
Customer service	X		
Organisation	X		
Identify issues and take prompt effective action	X		
Knowledge /Qualifications			
A good and established understanding of commercial vehicles	X		
HGV compliance activities	X		
DVSA and FTA standards and UK transport law	X		
Database systems	X		
Advanced Excel, intermediate Word and Outlook	X		
Experience			
People management	X		
Fast paced and demanding working environment	X		
Building and maintaining relationships	X		
Personal Characteristics			
Results orientated	X		
Professional attitude and behaviour	X		
Trustworthy	X		
Self-motivated	X		



RECRUITMENT PROCESS

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

