

Job Description

Position	Customer Services Team Leader
Department/Team	Customer Services
Reports to	Customer Services Manager
Location	Bromley, Kent

Summary of Role

The Team Leader is responsible for assisting in managing a high level of administrative support services for Forester Life customers and field force, from initial contact through to the end of the contract terms.

The Team Leader supports the Customer Services Manager in developing the team of 6-12 Administrators.

The role holder will also contribute to changes effecting the customer services environment, as defined by the Chief Operating Officer, Customer Services Manager and/or business/regulatory requirements.

Key Responsibilities & Duties

- Manage the day to day duties in accordance with agreed service levels
- Review, monitor and maintains quality controls of the teams work, providing feedback
- Identify and provide training required by the team
- Regularly assesses the performance and behavioural competencies of team members
- Reviews objectives and creates training and development plans
- Deals with customer complaints
- Continuously improves and automates administration processes
- Ensures procedures are up-to-date and fit for purpose
- Works within agreed process and payment authority levels
- Manage business practises, processes, changes and risks
- Completes administration tasks as and when required

Knowledge, Skills & Experience

- 2 years' customer service Team Leader experience, ideally within a financial services environment
- Achieved or willing to undertake a Level 3 award in Financial Administration
- Strong written and oral communication skills
- Experience of planning, monitoring and controlling work
- Experience of motivating, coaching and developing a team
- Good organisation skills and ability to prioritise to meet business deadlines
- Good interpersonal skills
- Able to identify and assess risk in a customer services environment