**Role Profile**

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| **Job title:** | Helpdesk Team Leader | **Level:** | 2 |
| **Function:** | Customer | **Type of role:** | Permanent |
| **Reporting to:** | Senior CSC Manager | **Location:** | National |
| **About the Role:** |
| The role of the Customer Service Centre (CSC) is to provide a single point of contact for our customers. The Facilities Management Helpdesk is one team operating within a wider Customer Service function.  You will be responsible for both the leadership of your team, and delivery of brilliant service to our customers. Ensuring the Helpdesk Advisors are able to respond efficiently; logging, allocating and managing reactive service requests proactively updating customers and any completing any administrative support. |
| **Key Responsibilities:** |
| **People*** Coach, develop and motivate individuals within the team, ensuring appropriate training and development plans are in place; role model and reinforce excellent behaviours including developing a culture of collaboration and accountability.
* Set SMART goals for the Helpdesk Advisors, and effectively manage performance though regular one to one meetings, team huddles and performance reviews.
* Inspire colleagues to exceed through role model behaviour of our values and putting the customer at the heart to deliver brilliant service.
* Work closely with the Helpdesk Manager and Operations teams to recognise customer individual needs and change working practice to deliver constant improvement and ensure helpdesk workflow processes are followed.
* Oversee quality monitoring processes on inbound and outbound customer interactions, as well as the accuracy of logging, categorisation and allocation of jobs.

**Systems and Process*** Demonstrate an excellent working knowledge and operation of CAFM systems and services and any other internal systems, e.g. telephony.
* Identify when to invoke the Major Incident process and what level of escalation is required.
* Effectively supervise call flows, resources, reporting systems and processes ensuring documentation and procedures are kept up to date.
* Provide regular reporting to other members of the Facilities Management Helpdesk function and wider NHSPS management team to support trend analysis, performance management and operational improvement.

**Customer** * Support the complaints investigation process and where appropriate take ownership of escalations. Escalating to Operational Management where applicable. Taking any learnings from complaints to feed into Continuous Improvement.
* Contribute to the establishment and maintenance of meaningful metrics in order to measure and improve the service we provide to our customers and Operation teams.
* Find opportunities to work collaboratively to improve the service delivered to customers, with a ‘right first time’ approach.
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| **Experience, Knowledge, Capabilities and Qualifications** |
| **Experience** | **Capabilities (skills/behaviours)** |
| Experience in a supervisory/team lead role in Contact Centre Environment Experience in a front-line customer service role Experience producing reports for managers Experience of transforming / developing customer service functions  | Excellent written and verbal communication skills Ability to effectively prioritise tasks especially when under pressure Ability to motivate teams and influence others to gain consensusAbility to handle challenging relationships and manage difficult conversations when necessary Ability to communicate effectively with managers at all organisational levels Can assimilate complex information and distill into relevant insights   |
| **Knowledge** | **Qualifications** |
| Knowledge of case management or service management systems, IT helpdesk systems and/or CRM systems Knowledge of key MS Office applications – Outlook, Word, Excel, PowerPoint  |  |
| **Other information** (travel, hours) |
| Flexible and adaptable working both from home and hub site with some business need to travel for workshops, meetings, and training. There is a requirement for on call support during weekends and out of hours. This is on a rotational basis. |