

Team Manager - Nights

Job Title:	Team Manager
Department:	
Reporting to:	Operations Manager
Responsible for (staff):	Helpdesk Operatives
Location:	Redditch
General Purpose of Role:	Leading a team of Operatives to provide front line support for our customer. Managing individual performance and being part of a wider management team.

ACCOUNTABILITIES

- Management of a night shift undertaking responsibility of all national helpdesk, scheduling and incident reporting departments, covering a variety of contracts.
- Supervise and undertake the effective receipt, processing and dispatch of reactive and planned maintenance work orders /problem incident reports
- Providing the customer with detailed FM incident reports
- Act as an escalation point of reference reporting to the Operations Manager and deputising as required
- Complete weekly huddles for the team and feedback to the Management Team of any actions
- In association with Senior Management, provide effective handover to subsequent shifts to ensure consistent and seamless service is provided
- Responsible for ensuring staffing and rota systems are implemented to ensure sufficient cover is provided to support the business requirements
- Contribute to the development and implementation of robust departmental processes to ensure that a high quality service is provided to both internal and external customers
- Assist the Head of FM Direct in the identification of areas for improvement within the department with the preparation of performance reports as needed
- Work with all Team Managers to ensure all operatives are adequately trained, coached and guided to achieve agreed objectives and personal goals
- Provide support for ad hoc activities as well as support through seasonal projects
- Develop relationships with field team and key contacts with the FM service providers to ensure support in the closure of outstanding items
- Develop and inspire the team, motivating them to work towards personal development plans.
- Provide accurate and concise reporting of work order resolution status on a daily basis in conjunction with our KPIs

KNOWLEDGE AND SKILLS

Experience

- Experience of managing and leading a team within a call centre/customer services centre environment
- Has an exceptional attendance & absence record

- Demonstrable evidence of influencing positive change within a call centre/customer services centre environment
- Proven experience in a professional customer services environment

Knowledge

- Preferred knowledge of FM operations to include a good knowledge of web based software, IT best practices, industry trends and customer service
- Understanding of FM and support services contracting and performance measurement and monitoring
- Understanding and experience of the retail industry desirable

Skills Competence

- Excellent verbal communication skills and good telephone manner
- Accuracy & Precision in all written communication
- IT literate with experience of MS Office applications i.e. Word and Excel
- Excellent administration and time management skills
- Ability to manage and motivate staff through periods of change and delegate effectively
- Ability to work under pressure and meet tight deadlines

VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

OTHER FACTORS

- The post holder must be able to work flexibly, as determined by business requirements this may involve travelling to other Arcus offices or client's premises
- The position will work on a 4 on 4 off rotation working 7pm to 7am