

Customer Solutions Plus

Customer Support Team Leader

Derby

About Customer Solutions Plus

Customer Solutions Plus is a joint venture between two of the UK's leading utility and infrastructure organisations; Network Plus and Sapphire Utility Solutions.

The joint venture has been established to provide end to end wastewater services for our client, Severn Trent. Customer Solutions Plus are responsible for activities including initial planning and scheduling of work, delivery of actions to assist customers who have a wastewater issue through to preventative maintenance to ensure wastewater issues do not arise in the future.

Role purpose

As a Team Leader you will be responsible for a small team of Customer Support Advisors. You will ensure the team provides support to all functions within Customer Solutions Plus to deliver excellent customer service. The role provides an escalation point for Advisors to support resolution of complaints and escalated contacts. You will continuously monitor the team's performance to ensure that complaints and contacts are dealt with swiftly and within agreed SLAs. You will also ensure a good relationship is maintained between the Customer Support team, Severn Trent and county based Customer Support Leads. The role will ensure regulatory compliance in terms of service reporting.

Location

Raynesway, Derby.

A brand new central customer centre has been established within the Severn Trent regional premises at Raynesway, Derby. The role therefore involves working alongside our client, Severn Trent and working as one team. A shared kitchen / breakout area has been set up with canteen facilities available post COVID-19. The location has an on-site restaurant and coffee shop and good transport links.

Principal Accountabilities (Key Tasks)

- Accountable for the performance of the Customer Support Advisors
- Line management of Customer Support Advisors. Coaches and develops staff to reach their potential.

- Uses a variety of sources of customer related information to understand performance and service trends within the team. Monitors customer KPI's, continually carrying out analysis of survey results, complaints and root cause analysis to identify improvements.
- Takes ownership and acts as an escalation point for complaints, repetitive issues or failures. Ensures complaints and enquiries are dealt with promptly and in accordance with Severn Trent and regulatory requirements.
- Proactively contacts customers through their preferred channel as required to resolve and bring closure to customer queries, complaints and issues.
- Ensures information and actions taken to resolve customer issues or complaints are accurately recorded in the relevant IT systems.
- Provides an interface between Severn Trent and county based Customer Support Leads to resolve local service queries, complaints and issues.
- Ensures regulatory compliance for service. Aspects include process compliance, data security and GDPR.
- Takes ownership of activities necessary to achieve exceptional customer feedback and satisfaction levels. Proactively shapes improvements to the customer experience and service delivered.

Liaises regularly with Severn Trent client representatives to share plans, develop process improvements and collaborate to build a customer centric culture.

Key skills, experience and qualifications

Knowledge and skills:

- Ideally understanding of the end to end wastewater processes, roles and responsibilities and the customer journey
- Able to use Microsoft packages
- Strong communication skills to communicate effectively with customers and Severn Trent stakeholders
- Able to positively influence customer thinking
- Able to analyse data for meaningful service trends

Qualifications:

- None specified.
- Valid clean driving licence is essential

Salary and Benefits

Salary: A competitive salary will be paid, with a full benefits package.

Employer: The role will be allocated to Sapphire Utility Solutions in terms of employing entity.

Hours: 40 hour week (8am – 4pm)

Sapphire Utility Solutions is proud to be an Equal Opportunity Employer. We celebrate diversity and do not discriminate based on race, religion, colour, nationality, sex, sexual orientation, age, veteran status, disability status, or any other applicable characteristics protected by law.

We understand that privacy and the security of your personal information is extremely important. By applying for this role, you agree to the terms of our privacy policy which you can find here - <https://networkplus.co.uk/privacy-and-cookie-policy>.