L&Q Group

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| **Role title** | | Customer Service Trainer | | Date | 27/02/19 |
| **Reports to Title** | | Customer Service Support Manager | | Version | 1 |
| **DBS Disclosure Required:** | **No** | | | | |
| **Responsibility for End Results** | | | | | |
| To improve the knowledge and skills of the Customer Service Centre by creating and delivering training to new and existing staff. This training will range from a comprehensive induction for new starters to upskilling existing staff on new ways of working and across multi channels. To deliver an all-inclusive and holistic Customer Service Training package covering systems, technical process and soft skills. The role includes supporting the recruitment process through to line managing Customer Service Advisors throughout the training and academy induction period. | | | | | |
| **Key Responsibilities / Deliverables:** | | | | | |
| **Main Accountabilities:** List in order of priority, the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. (Maximum 200 characters per accountability) | | | | | ***Time***  ***(%)*** |
| 1. Create, write and deliver training programmes for new and existing members of the Customer Service Centre to improve their knowledge and skills in dealing with customer enquiries. Seeking innovative ways to improve training materials and utilising new technologies and approaches with the aim of improving the Customer experience. | | | | | 60% |
| 1. To lead and manage all CSA’s through their induction period to include any required performance management and monitoring in line with the customer service centre performance framework, ensuring a clear focus on improving the customer experience at all times. Responsible for continual improvement with a focus on improving the customer experience. Monitor and coach staff on a daily basis to deliver a right first-time experience that meets the requirements of the balanced scorecard and drives a customer first culture until hand over to a Team Leader. | | | | | 10% |
| 1. Monitor and coach colleagues to achieve targets. Working closely with the Advisor Support Manager and colleagues to identify gaps in knowledge and deliver appropriate training and/or coaching. Develop and write annual training calendar. | | | | | 10% |
| 1. Regularly review, improve and update training material, recruitment assessment centre process and reference guides. Attend external benchmarking, conferences and training courses to ensure awareness of new training methodologies outside of the sector are introduced and we remain current. | | | | | 10% |
| 1. Organise and facilitate recruitment assessment centres for the Customer Service Centre. Set up all new starters and liaise with IT for any set up issues | | | | | 5% |
| 1. Work collaboratively with all L&Q teams to ensure policy and procedures are adhered to and communicated to all staff. Liaising with Knowledge Analyst as required to support the upkeep of all knowledge systems. | | | | | 5% |
| 1. No direct budget responsibility | | | | |  |
| **People Responsibility:**  Indicate below the typical number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | | | | |
|  | | | ***Direct Reports*** | | ***Indirect Reports*** |
| **Total** **Employees** | | | Up to 25 on an adhoc basis | | All CSC |
| **Financial Responsibility:** Enter below any typical revenue, operating or capital budgets for which the role is accountable. N/A | | | | | |
| Please list below any outsourced service providers that are typically managed by the role (e.g. payroll), or any functional / project management responsibilities: N/A | | | | | |

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| **Knowledge, Skills and Abilities** |
| Describe the knowledge, skills and abilities required for the job. Include the need for any academic, vocational or professional qualifications. |
| 1. **Essential** - Demonstrable Customer Service Management experience in a demanding high-volume contact centre environment 2. **Essential** – Demonstrate delivery of Housing Sector and technical training |
| 1. **Essential** - Demonstrable experience creating, writing and delivering training in a multi-channel contact centre environment |
| 1. **Essential** - An experienced people manager, able to lead, motivate and coach others to deliver excellence in customer service. Able to work collaboratively as part of a team in a fast paced, target driven environment, flexible approach. |
| 1. **Essential** - Proven verbal and written communications skills and able to develop and influence relationships in a one to one or classroom environment |
| 1. **Essential** – Organisational skills: able to prioritise ad co-ordinate training requirements and recruitment assessment centres |
| 1. **Desirable** – Customer Service qualification and/or accredited coach qualification |
| 1. **Desirable** – An experienced people manager, able to lead and motivate others to deliver excellence in customer service at all times |
| 1. **Essential** – MS Office |

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| **L&Q Values** |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. |
| **People** |
| * We care about the happiness and wellbeing of our customers and employees |
| **Passion** |
| * We approach everything with energy, drive, determination and enthusiasm |
| **Inclusion** |
| * We draw strength from our differences and work collaboratively |
| **Responsibility** |
| * We own problems and deliver effective, lasting solutions |
| **Impact** |
| * We measure what we do by the difference we make |
| **Other** |
| * Commit to supporting L&Q’s environmental policy and social mission * I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks |