

## JOB DESCRIPTION

<b>Role Title</b>	<b>Services Delivery Team Leader</b>		
<b>Directorate</b>	<b>Mike Thornton</b>		
<b>Team</b>	<b>Services Delivery Team - Scotland</b>		
<b>Line Manager</b>	<b>Peter Mitchell</b>		
<b>New/ Existing Role</b>	<b>Existing</b>		
<b>Perm/ Fixed Term</b>	<b>Fixed Term</b>	<b>Grade 4</b>	
<b>Job Purpose</b>	<b>To ensure provision of world class customer service by supporting the services delivery team in their day to day contact with customers and handling escalated issues.</b>		
<b>Resource Management Responsibilities</b>	<b>Budget/ Equipment Accountabilities</b>	<b>People (EST) Accountability</b>	<b>Contractor Accountability</b>
	<b>Nil</b>	<b>Nil</b>	<b>Nil</b>
<b>Critical Accountabilities (between 4-8)</b>	<ul style="list-style-type: none"> <li>• providing help and advice to customers using your organisation's products or services;</li> <li>• communicating courteously with customers by telephone, email, letter and face to face;</li> <li>• investigating and solving customers' problems, which may be complex or long-standing problems that have been passed on by customer service assistants;</li> <li>• handling customer complaints or any major incidents</li> <li>• keeping accurate records of discussions or correspondence with customers;</li> <li>• writing reports analysing the customer service that your organisation provides;</li> <li>• meeting with other managers to discuss possible improvements to customer service;</li> <li>• Providing administrative and logistic support to the EST Service Delivery manager.</li> <li>• Carry out team supervision for call answering, call monitoring, quality activities in the team.</li> <li>• Continually identify and implement ways to improve service quality, call quality and customer service in the team</li> <li>• Feedback results of call monitoring to team</li> </ul>		

	<ul style="list-style-type: none"> <li>• Carry out credit checking</li> <li>• Carry out loans checking and approval</li> <li>• Assisting with loan payment runs</li> <li>• Other ad hoc activities as required</li> </ul>
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Competency Requirements	Level 1	Level 2	Level 3	Level 4
Communication, interpersonal and negotiation skills		•		
Financial and commercial acumen			•	
Delivering results			•	
Applying knowledge and expertise		•		
Customer Focus		•		
Change Management			•	
Team Working			•	
<b>Knowledge, skills and qualifications required</b>	<b>Must have:</b> <ul style="list-style-type: none"> <li>• Strong interpersonal skills, tact, diplomacy and empathy.</li> <li>• Excellent organisational skills with good ability to prioritise tasks within a demanding setting.</li> <li>• The ability to work under own initiative with minimal supervision.</li> <li>• Good skills in supervision of other staff</li> <li>• Excellent communication skills and be a calm and confident negotiator.</li> <li>• The ability to solve complex issues and provide solutions suitable to all parties.</li> </ul>			
	<b>Desirable:</b> <ul style="list-style-type: none"> <li>• Experience of report writing;</li> <li>• A working knowledge of energy efficiency and renewable energy technologies.</li> </ul>			