

TEAM LEADER – CALL CENTRE

Location: Leeds Head Office, LS1

Department: PRS Enquiries

Who are we?

LIV Group is increasingly recognised as being the market leading consultancy and management operator for the Build-to-Rent sector. This is a relatively new market with major UK and international investors now targeting the private rented sector with the design and build of residential developments designed specifically for long-term rental.

We provide consultancy services and develop robust management operating platforms with a strong focus on customer service for our residents. In doing so we are helping to shape the future of a new private rented sector and our teams operate throughout the UK.

The role

Due to our continued success in winning significant clients, we have grown our internal lettings enquiry team and are now looking for an experienced Team Leader with a proven track record in delivering outstanding customer service and coaching others to produce high performing teams. Reporting to the Customer Service Delivery Manager, you will be responsible for managing, coaching, and developing a team of Enquiry Handlers to ensure quality and productivity targets are met through monitoring of KPIs and performance for one of the UK's leading private property companies.

You

You are passionate about people development and coaching, with proven experience in performance management and call monitoring. You are able to work well under pressure and follow through on tasks to completion. If you are familiar with the pace and atmosphere of a busy contact centre this will be highly beneficial. You definitely need be able to work under pressure and to tight deadlines! This is an exciting role that could take you places but you need to be willing to go the extra mile.

The successful candidate must be able to competently articulate business goals, performance requirements and lead the implementation of change, it is essential that you have strong communication skills together with an ability to build excellent client rapport.

Key responsibilities will include:

- Conducting morning buzz session, setting daily, weekly, monthly targets
- People performance management, performance reviews coaching and training sessions
- Creating an energised enthused sales environment
- Conduct regular 1-2-1 meetings with your team to maintain focus and motivation on Customer Service standards and targets
- Managing a small growing team of enquiry handlers, providing innovative motivation
- Support senior management
- Prepare and Plan for upcoming meetings and also follow up on actions raised
- Identifying team members training needs
- Handling / dealing with incoming telephone calls and emails from potential prospects
- Handling / dealing with customer enquiries and resolution of customer issues
- Complaint handling

The successful candidate will have experience in the following areas:

- Experience in a supervisor / Team Leader / Assistant Manager Position within a call centre / customer service environment
- Experience in MI management, SLA's and KPIS within a sales environment
- Data analysis experience and forecasting skills
- Decision making and problem solving skills
- Excellent planning and organisational skills

This is a fantastic opportunity if you are looking for a role where you will be recognised and with the potential to grow. In return for your hard work, commitment and expertise we offer a competitive package, opportunities for career development and super offices within a short walk of Leeds train station.

Can you make a difference? Apply now!

Please send your CV and covering letter to residential.recruitment@liv-group.co.uk