



Property Service Desk Team Leader

Location: Leeds Head Office, LS1

Department: PRS

Salary: Negotiable, depending on experience.

Who are we?

LIV Group is a fast paced and dynamic residential property management operator for national rental portfolios. We act on behalf of corporate clients, investors and institutions to deliver leasing and management services and drive the performance of property assets. Delivering a high quality of customer service to our residents is essential and our focus is on getting it right for our residents first time and retaining them in our properties for the long term. The Service Desk Team Leader will be responsible for overseeing the service delivery team and delivering management and maintenance strategies for our clients.

In the role you will

- Lead and mentor the service desk team to include 1:1s and personal development plans
- Analyse statistical performance information linked to KPIs
- Monitor and analyse service delivery against SLAs, identifying actions required to maintain or improve levels of service, and initiate and report on these actions.
- Get hands on! You will regularly speak to residents, handle their queries to follow the journey to identify strengths and weaknesses of delivery.
- Maintain maintenance support processes, and check that all requests for support are dealt with.
- Initiate and monitor actions to investigate and resolve problems in systems and services.
- Real-time management of phone calls, emails and tasks within the Service Desk.
- Demonstrate a methodical and disciplined approach to problem solving with priority focus on addressing incidents at root cause and preventing a reoccurrence.
- Handle client and resident complaints to resolution



You!

We'd like to meet a Property Service Desk Team Leader who demonstrates the following –

- Excellent communication skills, written and verbal
- A proven track record of successfully leading and managing a team.
- Extensive experience of working within a fast-paced, customer service focused role
- A real passion for providing and ensuring a high-end customer service at all times
- Demonstrable knowledge of the property industry and its processes and procedures
- Service / Relationship Management experience essential
- Attention to detail and accuracy

You must have multi-tasking talent, the ability to quickly adapt to change and be planned and organised! Reporting directly into the Customer Service Delivery Manager, this multi-faceted role will see you working across multichannel clients.

Our office environment is fast paced, and this role would suit someone who is driven and thrives within a busy and challenging environment! It is essential that you have strong interpersonal and communication skills together with an ability to build relationships.

The successful candidate will:

- Want to succeed, drive and ambition
- Use multiple software packages (with training)
- Be highly organised and able to manage your own time effectively
- Be accurate and pay attention to detail
- Understand the importance of achieving deadlines and ensuring all required targets are achieved/exceeded.

This is an exciting role that could take you places but you need to be willing to go the extra mile.

You will be required to working Monday-Friday between 0900-1730, however, flexible when required.



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