

A new and stimulating role for an effective team manager in pursuit of a challenge. Addressing the needs of Londoners as they work to reduce their homes' carbon emissions.

Job Description

Support Manager Team Leader

Ten Lifestyle Management Ltd (Ten) is Europe's leading Lifestyle Management and Home Management Service. Our members are an extraordinary range of people who only have two things in common. They recognise that they can get more from life with dedicated, expert support and they have somehow been introduced to our unique personal service.

The service is designed to help London home owners reduce their energy consumption and the impact this has on global warming. We provide expert advice and personal support to the homeowners to reduce their CO2 emissions.

We aim to provide a one stop shop to help individuals live a more environmentally friendly life.

Purpose of Job:

To guide, and act as mentor to the Support Management team as they deliver a unique service, providing high quality information and support to homeowners who have chosen to use the service to increase the energy efficiency of their homes.

The Support Manager Team Leader will ensure the smooth everyday running of this core team, ensuring that SLAs are met and that quality targets are reached and maintained.

Key Objectives

To efficiently allocate incoming requests to the team, prioritising actions and monitoring team resource so that customer deadlines are met.

To identify and highlight best practices in support management through continuous assessment, and feeding process and product recommendations to the Operations Director.

To conduct performance appraisals for the team, identifying weaknesses and offering coaching and mentoring in areas that require it.

To ensure that excellent performance is acknowledged and reasons for success are shared amongst the team to the benefit of all.

To compile reports on SLA targets, numbers and types of request, communicating findings to the Operations Director and to respond to any further requests for data that are required for analysis.

To communicate and be the focal point for the dissemination of information from management to the team and vice versa.

To work with the Customer Relationship Team leader to implement service delivery requirements.

To conduct quality control checks and edit work if necessary, identifying and highlighting best practice for Support Managers and sharing this with the team.

To ensure that knowledge management and data capture processes are adhered to by Support Managers, in order to issue reports and reuse existing information efficiently.

To alert Supplier Management teams of any supplier shortages and performance issues within the supply chain

To commission specialist research in subject areas where value can be added.

To brief service issues to the Customer Care Manager and the Customer Relationship Team and assist where needs be in the resolution process.

To troubleshoot areas of poor performance and identify effective solutions to resolve issues both in the immediate future and for the longer term.

To work with CRM team leader to ensure that there are always sufficient resources in place to meet call-handling needs and e-mail requests from prospective customers of the service.

Significance of Role

The Support Manager Team Leader is key to the service establishing the reputation of supporting the homeowners to achieve their goals. This is of utmost importance in helping homeowners create informed opinions about what they can do to improve their energy efficiency, and increases the likelihood of them putting this into action. Confidence in the service will help us reach carbon reduction targets, thereby meeting contractual and customer objectives

Key Result Areas

Key Result Areas	Responsibilities	Measurement
Delivery of agreed service	<p>Allocate incoming information requests from customers to the team, prioritising action, monitoring team resource to meet SLAs.</p> <p>Maintaining high service levels for customers through thorough quality control checks</p>	<p>Customer feedback and satisfaction levels measured.</p> <p>Volume of jobs completed that meet SLAs</p>
Ops Director and Team co-ordination	To communicate and be the focal point of dissemination of information from management to the team and vice versa.	360 feedback
Managing CRM activity	<p>To implement CRM service delivery requirements.</p> <p>To monitor resources in place to manage call-handling and e-mail responses.</p> <p>To brief service issues to the Customer Care Manager and the Customer Relationship Team and assist where needs be in the resolution process.</p> <p>Ensure that project managed jobs meet SLA deadlines</p>	Targeted CO2 reductions are met
Managing Support Team Activity	To troubleshoot areas of poor performance and offer solutions to resolve issues both in the immediate future and for the longer term.	Improved team performance
Supplier Management Team	Address supplier shortages and performance issues within the supply chain	Aid focused approach by Supplier Management to improve efficiency
Research Outsourcing	Identify and commission further or new research where value can be added to either in-house researchers or partnered resources	Improved efficiency, cost effectiveness and customer satisfaction
Provision of statistics	<p>Create SLA target reports and detail numbers and types of request for Ops Director to assess.</p> <p>Oversee Support Managers' knowledge management and</p>	Rapid and accurate turnaround of stats meeting

	data capture processes.	LDA requirements
Process improvement	Advising Ops Director of best practice recommendations	Improved efficiency and cost effectiveness
Mentoring and Management	To conduct performance appraisals for the team, identifying weaknesses and offering coaching and mentoring in areas that require it. To identify and acknowledge team members' individual strengths and nurture skills to the benefit of the team.	Optimum performance and support from whole team
Personal development	Highlight personal interest in areas of growth and development for the business	Personal satisfaction; increased role