

A chance to lead the kind of team you've always wanted? This team has an integral role in making the difference to London homeowners who are committed to making a difference... but need a little help along the way

Job Description

Customer Relationship Manager Team Leader

Ten Lifestyle Management Ltd (Ten) is Europe's leading Lifestyle Management and Home Management Service. Our customers 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 meet agreed targets set out for the Customer Relationship Managers in converting enquiries into bookings and supporting the ongoing communication between the team and all Green Homes clients.

Key Tasks

To manage the Customer Relationship Manager(CRM)team and to ensure that the service delivery to Green Homes customers and prospects is of excellent quality and achieves overall contract objectives

To ensure the team has the requisite skills and tools to do their jobs effectively and efficiently and to work closely with the Support Manager team and our Home Energy Advisors to this end.

To oversee the development of relationships between the Customer Relationship Managers and customers and ensure that follow-up schedules and deadlines are met

To ensure that team are motivated to convert homeowners' interest into action by encouraging them to undertake improvements in their homes to meet necessary CO2 reduction targets

To work with the Marketing Operations manager to ensure that marketing campaigns are turned into effective operational delivery; including additional briefing and training for team members as required

Significance of Role

A key role in the overall service delivery plan both before and after audit has been undertaken, and in the achievement of overall goals for the contract.

This role is critical to:

- maintaining excellent service quality at the point of enquiry and follow-up
- ensuring motivation and morale is high and encourages staff retention
- delivering on targets for CO2 reduction from team members

As all parties within the contract are working on a performance related reward system, this role will be central in ensuring that Customer Relationship Managers meet their targets and that achieve their requisite bonuses

Key Performance Areas

Key Result Areas	Responsibilities	Measurement
Converting interest into bookings	<p>Work with CRM team to ensure Green Homes’ objectives are communicated accurately when prospects first call in.</p> <p>Create and maintain up-to-date script to be used by CRM’s when answering phones and delivering the Green Homes message and mandate.</p> <p>Ensure that all client and specific home information is precise as well as oversee processing of payment</p>	Delivery of targeted nos of enquiries into bookings
Liasion with Marketing Operations Manager	<p>To ensure that all marketing plans and information are received from the Marketing Ops Manager and translated into clear team briefs</p> <p>Supply team with required support materials and training to give them the best chance of optimising results from marketing activity</p> <p>Report promptly on any shortfalls in enquiries that may lead to a shortfall in overall performance</p>	
Meeting assessment booking targets	<p>Ensuring that enough enquiries are being translated into bookings to meet the targeted numbers in the plan</p> <p>Agreeing plans for Customer Relationship Managers on how they will meet targets and monitoring results against plan</p> <p>Troubleshooting areas of under performance with individuals to get back ‘on-line’</p>	Team performance and success in meeting deadlines and targets

Achievement of targets on CO2 improvements	<p>Working with the CRM team to ensure that they are optimising opportunities to get further commitments from customers to make improvements</p> <p>Communicating actions and improvements to Analytics Manager for accurate reporting</p>	Delivery of targeted CO2 measures
Supporting the Improvement Process	<p>Work with the team leader for the Support Team, Marketing team and other managers to identify gaps in the service where more customers can be guided to make improvements to their home or garner more interest in booking</p> <p>Oversee team's follow-up calendars and ensure they are on schedule in contacting customers and guiding them in the right direction to make improvements</p> <p>Work with Customer Care Manager to solve problems that might arise from complaints and pitfalls in customer communication</p>	

