



## Job Description – Customer Operations Team Leader

Department	Customer Operations
Grade	12
Reporting to	Customer Operations Manager
Direct reports (yes or no)	Yes
WTW Code	AMS010M111

### Job Purpose

- To lead and be responsible for a team providing an efficient and customer focused service, whilst creating opportunities for members of the team to develop and fulfil their potential
- Acting as a role model, displaying MIB's culture and values

### Key accountabilities

- To lead, develop, coach and motivate a team
- To analyse information, formulate business decisions and proposals
- To oversee the delivery of excellent customer service by the team
- Complete regular reviews for members of the team, including monthly 121's and annual performance reviews
- Proactively manage the performance of team members, in line with company policies and procedures
- To enhance employee engagement and embed cultural change
- To establish and maintain a high-performance culture
- To facilitate team members in planning and prioritising their own work
- To empower team members in making timely and effective decisions, while providing appropriate challenge to encourage ownership
- To proactively seek out opportunities to improve the service provided and take appropriate action as required
- To ensure team targets are met
- To work collaboratively with other departments sharing best practice

### Role requirements

- Experience of managing, mentoring and developing a team within a Contact Centre or Customer Operations environment
- Demonstrable ability to drive performance through proactive management, regular reviews and constructive feedback
- Experience using customer service data and operational information to analyse issues and make effective business decisions and proposals
- Strong evidence of establishing and maintaining a high-performance, collaborative team culture aligned with organisational values
- Ability to embed employee engagement and deliver cultural change through coaching, training and day-to-day role modelling
- Sound understanding of Data Protection principles and the ability to apply them appropriately in a customer-facing environment
- Track record of improving customer outcomes through identifying service gaps, implementing improvements and delivering measurable results
- Good working knowledge of MS Office, particularly Word, Excel and Outlook, with confidence using tools to support reporting and decisions
- Excellent communication skills with the ability to influence stakeholders across all levels (written and verbal)
- Self-reliance and evidence of working effectively with minimal supervision while maintaining organisation, prioritisation and target delivery