



At Abellio we think of our people as our biggest strength and aim to set the highest standard for our Shared Service Centre. We expect our colleagues to:

- Deliver the best service to customers and internal stakeholders while demonstrating our values.
- Have awareness of statutory and regulatory requirements, as well as internal policies and procedures to ensure compliance.
- Understand your contribution to the wider SSC strategy and goals.

What is your job?	Customer Experience Team Leader
Who do you report to?	Customer Experience Operations Manager/Customer Experience Manager
Where are you based?	Shared Services Centre, Glasgow
Which Team(s) are you in?	CX
Who do you manage?	Customer Experience Agents
What core competences do you need?	<p>Communication</p> <p>Promotes an environment of open communication within and outside of the SSC, ensuring that sensitive information is protected. Inspires staff at all levels through his/her communication.</p> <p>Teamwork</p> <p>Motivates and empowers staff and fosters a collaborative approach across the SSC as a whole. Acts as a role model when handling disagreements.</p> <p>Planning & Organising</p> <p>Sets clearly defined objectives for the Department in line with the priorities of the SSC. Works toward SSC-wide efficiencies with a view to strengthening and harmonizing planning systems and capacities at the Departmental level.</p> <p>Managing & Leading</p> <p>Serves as a role model to managers as well as to staff members in general. Demonstrates leadership, inspires others, and</p>

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	provides clear direction to achieve the SSC objectives and priorities. Motivates and empowers staff and recognises individual and team contributions to the SSC's success.
What do you do?	<ul style="list-style-type: none">• Responsible for managing and coaching the Customer Experience agents. Support them to be effective in their roles, working smartly and efficiently to motivate and inspire them to achieve outstanding customer service.• Coach and educate Customer Experience agents to further strengthen and enhance their performance to meet SLA's and customer demand.• Delivery of HR related tasks, policy and procedure. This can range from sickness absence management to performance and disciplinary.• Create a culture of engagement encouraging growth, personal development and a great place to work through regular 121s to discuss performance and wellbeing.• Work in conjunction with training and quality team to ensure quality standards are met and positively contribute towards department quality performance.• Responsible for allocation of work through different streams to ensure these are kept within SLA and meet• Work closely with senior agent to ensure development structure is in place with agreed timelines and goals.• Update CX processes as and when required to ensure up to date information is readily accessible for frontline staff.
What are your key tasks?	<ul style="list-style-type: none">• Day to day management of team performance.• Point of contact for any customer escalations.• Positively contribute to operational performance of CX.• Carry out regular 121 and performance catch ups.• Drive continuous improvement culture.• Ongoing coaching, learning and development of team.• Drive performance of agents to ensure SLAs are met.• Call listening and auto quality carried out regularly with robust and tailored feedback provided to staff.• Identify and address any people issues in line with HR processes and company guidelines.• Prioritise time management effectively to handle internal and external adhoc requests.

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	<ul style="list-style-type: none">• Maintain level of professionalism when dealing with external stakeholders.• Understand and analyse data to manage team performance effectively. Showing awareness of PowerBI and 8x8.• Adhering to GDPR guidelines and industry best practise.• Ability to understand and prioritise workload to allocate items of work effectively thus positively impacting SLA.• Show active understanding of fraud awareness when carrying out cx related tasks.• Work collaboratively with cx team and other departments within shared services.• Regularly check CRM system when prioritising work (salesforce, TCS, Smartcard system) report any errors to relevant team.• Frequently check rota and team shifts to ensure coverage is in place to meet customer demand.• Work collaboratively with senior agent to ensure all agents needs are catered for and performance of team is sustained. Ensure development plan in place for senior agent as part of BCP and ongoing growth.• Compensation approvals sales force and delay repay.• Maintain CR inboxes such as overseas payments, PayPal, smartcard.• Check all claim statuses on DR ensuring no claims are stuck on system which could impact SLA.
Who are your key stakeholders?	<ul style="list-style-type: none">• Internal/External Stakeholders
What must you have to do this job?	<ul style="list-style-type: none">• Possess the management skills to lead, develop and motivate a team.• Show clear vision and purpose and inspire teams and colleagues to organise themselves in an agile way in order to reach targets.• Problem solving skills (calculations, numeracy, analytical).• Attention to detail and accuracy skills.• Ability to work independently and as part of a team.• Ability to work under pressure against tight deadlines and competing priorities.

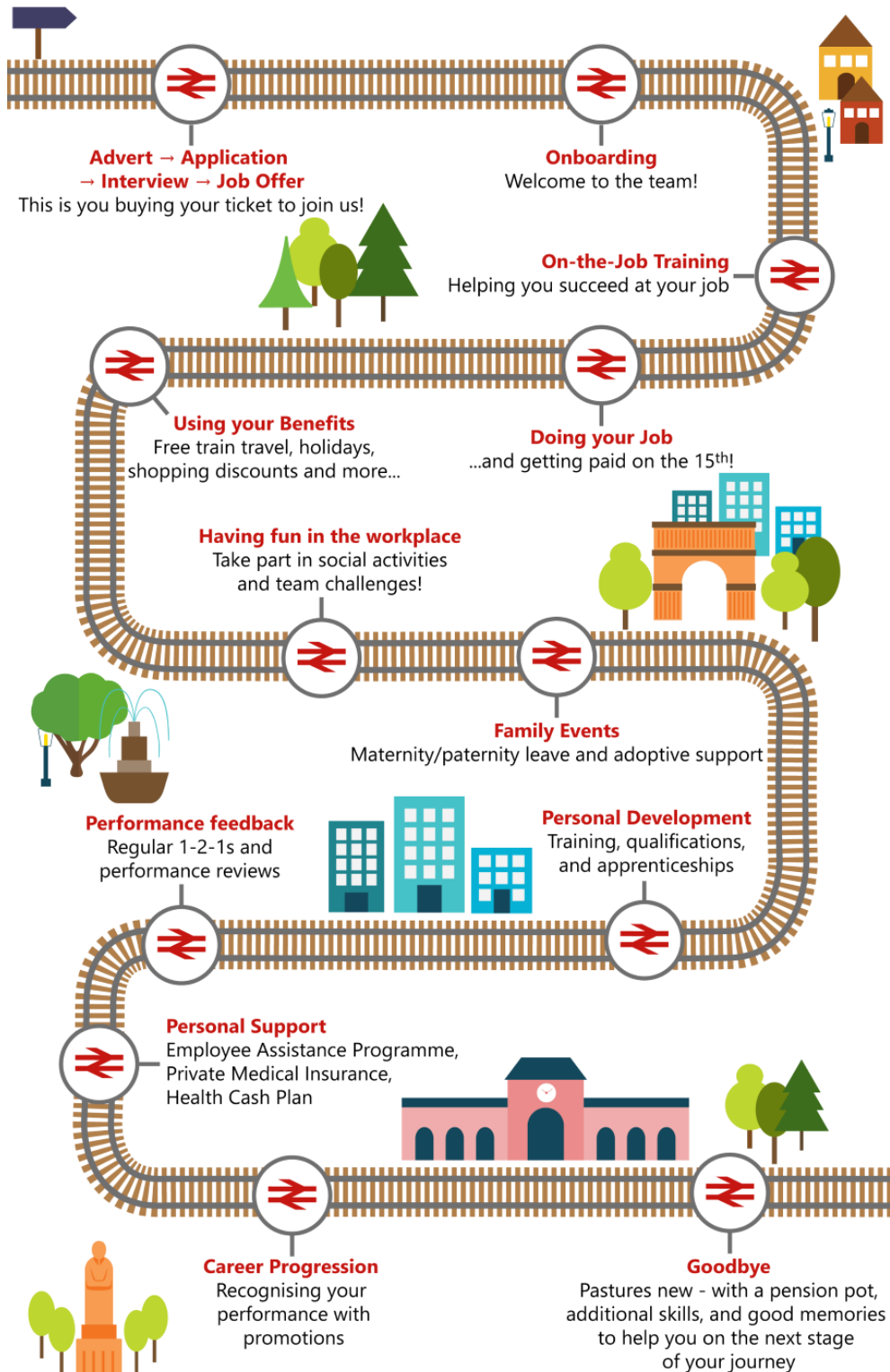
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	<ul style="list-style-type: none">• Builds strong relationships and collaborates with internal and external stakeholders.
What would it be good for you to have to do this job?	<ul style="list-style-type: none">• A positive attitude with a willingness to learn.• Motivated and driven to achieve excellence.• Adaptability.• Resilience.• Enthusiasm and passionate about what you do.
What do we expect from you?	We expect you to demonstrate our values (Genuine, Professional, Proactive, and Inclusive), work effectively within our team, and contribute to the SSC strategy and goals.

Abellio Values



Welcome to your Abellio SSC journey!



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