



**Job Title:** Customer Success/CS Team Leader  
**Team :** Customer Experience  
**Reports to:** Operations Manager  
**Location:** Birmingham

**ROLE PROFILE AND PURPOSE:**

The Customer support team owns all activity from quote, order and delivery through to 'in life' customer support. You will be responsible for the daily management of all your direct reports, reporting and supporting the Operations Manager which inc. workload management and performance monitoring. You will also be expected to develop relationships with customers within your team's portfolio as part of Customer Success. In addition, you will be leading the continuous improvement and growth initiative on behalf of your team, ensuring process changes are implemented and SLA's scoped and maintained successfully. You will also insure any product learning is cascaded throughout the department.

**ACCOUNTABILITIES:**

- Demonstrate and promote strong leadership behaviours to support the achievement of agreed objectives through your own activity as well as that of your team.
- Ensure customer feedback is responded to appropriately with action plans understood and improvement;
- Carry out regular team quality measures including adherence to any specific business measures and coaching
- Triage and prioritise customer queries and implement action plans for remedy
- Own, lead, define and promote support team-based improvement projects
- To actively manage recruitment, induction, setting objectives and appraisals, 121 reviews, team meetings, monitoring and control of absence procedures and general performance of the team.
- Support and challenge behaviours of all staff and act as a role model at all times.
- Understand and support the development of all direct report;
- Scope and define system improvement to support customer self help and automation of process for budget control whilst maximising customer experience
- Creating and documenting processes to ensure efficient operation and delivery
- To understand and interpret all your customers' service provision including the SLA, any non standard processes and KPI's and support the internal staff in this area.
- To maximise retention and exceed the expectations of internal and external customers through the quality of service provided. Ensure that any customer enquiries or issues are handled efficiently and effectively.
- Undertake and manage ad-hoc projects as directed by the senior management or account management team;
- Engage with the business' strategic objectives and support the cascade of strategy throughout the internal team.
- To comply with regulatory and legislative requirements.

**Key Skills:**

- Ability to influence change and some longer term thinking
- Strong communication skills and ability to present information formally
- Ability to be proactive and look for opportunities to improve the working environment (in line with Continuous Improvement and growth strategies).
- Ability to build and maintain working relationships with a wide range of internal and external customers.
- Delivers collaboratively,
- Engages and builds trust.
- Ensures results.