

## Job Description – Contact Centre Team Leader

Role Title: Contact Centre Team Leader	Salary: £26,885 - £29,379
Normal Place of Work: SBSA	Line Manager: Head of Student Services
Normal Working Hours: 37	Responsible For: Contact Centre Advisors

### Purpose of role

In this role you will play a key part in leading, developing, and supporting a team of contact centre advisors to deliver an exceptional customer experience for prospective and current students, parents, and other stakeholders. The role involves overseeing day-to-day operations, ensuring all enquiries are handled efficiently, accurately, and professionally, and fostering a supportive and positive team environment.

You will monitor performance metrics, provide training and guidance to team members, and ensure that the centre meets service level agreements and response times. Additionally, you will collaborate closely with other college departments to stay informed on course offerings, application processes, and college events to provide accurate, up-to-date information.

We are seeking candidates who are:

**Committed to Excellence:** Strive to support each student through high-quality customer service.

**Team-Oriented:** Work collaboratively with colleagues to uphold and maintain the highest standards.

### Our Approach

The College adopts a people-first approach. This provides a highly supportive, flexible approach to enabling everyone to excel within their roles and to reach their full potential. You can expect the following:

- The 'Right to Disconnect' from work outside of your normal working hours
- A supportive, highly utilised hybrid working policy
- An Aspiring Leaders programme open to all
- Management Academy for all management roles covering management skill and internal processes
- Welfare Rooms at all our sites for professional breakout and relaxation spaces
- A bespoke programme of recognition, reward and celebration for colleagues throughout the year to recognise your hard work.

Inclusivity and equality of opportunity is core to our College community and we expect everyone to display our values. Our students come from diverse backgrounds and the communities we serve are diverse too. The College employs great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes our College community stronger. So, do our values speak to you?

- **Boldness:** We will innovate and take risks for the benefit of our students, communities and employer stakeholders.
- **Respect:** We will work and learn in an environment of mutual respect, valuing diversity.
- **Inclusion:** We will be ambitious for all of our students, colleagues and stakeholders.
- **Sustainability:** We will commit to sustainable practices and green skills delivery.
- **Teamwork:** We will work collaboratively, and our teamwork will deliver high performance.
- **Openness:** We will be open to new ideas, perspectives, cultures and learning experiences, creating an inclusive and welcoming environment.
- **Learning:** We commit to lifelong learning, continuously striving for knowledge, skills, and innovation.

## College Benefits for self-care: Quick Reference

- two-week Christmas Closure without the need to use your holiday allowance
- paid time off for volunteering in the community
- cross-college and individual professional development opportunities all year round
- family and lifetime friendly policies such as flexible working, paid time off for fertility treatment, menopause support, and a variety of online shopping discounts available.

Full details on all our employee benefits can be [found here](#).

## What will the job entail?

- You will manage the Contact Centre Team by conducting yearly appraisals, one-to-one meetings, whilst providing daily support and training where required
- You will serve as the first point of contact for all outside questions or queries and ensure that the team delivers accurate information and guidance to customers, maintaining high levels of quality customer service at all times.
- Monitor data and collect Labour Market Intelligence, reporting to Senior leaders. Be proactive in generating new business leads, responding to enquiries and managing relationships with customers, selling additional services by recognising opportunities to cross/up-sell explaining new features
- Support Marketing and Business Development Team and liaise with Marketing on outward communications, supporting the achievement of allocated targets and income generation for learner numbers, income generation, expenditure and targets
- Communicate with Curriculum departments around communication for student.

## Who will I work with?

Team working is a key part of working in a college. These are the key teams and individuals you will work with in this role.

Marketing and Business Development Team	Collaborate with Marketing and Business development teams to ensure cohesive and effective customer experience
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Current and prospective learners and other customers of the college	Act as a primary point of communication for all students and wider stakeholders
Curriculum Teams	Develop strong working relationships with lecturers, programme managers and heads of department ensuring an accurate representation of the college's offer and a focus on the college priorities.
External Stakeholders	Work closely with external partners, such as the college's web developers, to create relationships that deliver outstanding value and demonstrable results.
College staff across other departments.	Work with staff across all departments to provide an integrated college approach to cross-portfolio initiatives. Participate in meetings and discussions to represent marketing prospective and share information.

## There are some other things that we are all responsible for, whatever your role. These are;

- Being a champion and advocating for Equality and Diversity throughout College and behaving in a manner that displays British Values.
- Embedding safeguarding into your / your teams working practices and escalating any safeguarding concerns immediately in line with the College's safeguarding policy. All new employees to the College are required to complete and obtain an enhanced DBS disclosure. Further information will be sent to all prospective colleagues as part of the application process.
- Embedding Health and Safety best practices and ensuring a safe working environment for everyone, according to the Health and Safety at Work Act.
- Modelling and promoting high expectations in and around the College
- Actively participating in your appraisal, contributing to a culture of self-reflection, wellbeing and professional growth
- Representing and promoting the College internally and externally and acting as an ambassador
- Promoting the College's student first ethos by supporting at College open events to provide a quality experience for prospective students
- Implement changes and promote innovation as this is actively encouraged

## Person Specification

Shortlisting is completed by hiring managers against the Person Specification criteria. Please ensure you demonstrate in your application how you meet the Person Specification criteria outlined below to ensure your application has the best chance of success at shortlisting stage.

	Essential	Desirable
<b>Qualifications</b>		
GCSEs including Maths and English	✓	
Qualification in Business Administration or Customer Service		✓

<b>Knowledge and Experience</b>		
Experience of working in a contact centre or busy office environment	✓	
Experience of working in a customer services role	✓	
Knowledge of FE / Educational Setting		✓
Experience of being a team leader		✓
<b>Skills and Abilities</b>		
Ability to work on own initiative and as part of a team	✓	
Ability to deal with multiple channels including website, live chat and phone calls	✓	
Skills in dealing with challenging calls, dealing with complaints and upset callers at time	✓	
Strong customer service skills	✓	
Ability to successfully manage a Team	✓	