



JOB DESCRIPTION

JOB TITLE:	On Net Team Leader	ROLE LEVEL:	
DEPARTMENT:	Customer Operations	REPORTS TO:	Customer Operations Director
MANAGEMENT RESPONSIBILITY FOR:	8-10	DATE OF JOB DESCRIPTION:	October 2024

About ITS

We exist to ensure that every business in the UK has access to full fibre gigabit-capable connectivity, through our growing 500+ strong partner community. This enables opportunity, progress, exploration, creativity, innovation and commerce. Rapidly advancing technology means there's never been a more exciting time; for you, for business, and for the future. Limitless potential for everyone.

By creating a digital powerhouse, help us build our ITS brand into the best wholesale connectivity provider in the industry and our Faster Britain brand into the most famous business connectivity authority in the UK.

ROLE DESCRIPTION:

This role carries primary responsibility for leading the service delivery team for on-net circuits. The role will involve developing a team to deliver outstanding results. Having the customer at the heart of what we do, you will develop effective relationships with suppliers to meet challenging time scales and be pragmatic enough to steer through complex issues to ensure circuits are handed over in a timely fashion. Searching for efficiencies and facilitating continuous improvement, you will also look to improve processes working alongside the business transformation team so that systems are delivered that will add significant value to the end to end customer experience.

You will also keep customers and partners fully updated with order progress, with close attention to delivery timelines and highlighting issues that may jeopardise delivery. Producing weekly / monthly reporting packs for our customers and ITS.

Key Responsibilities

Team Leadership & Management:

- Lead, manage, and motivate a team of customer service representatives to meet individual and team targets.
- Conduct regular team meetings to discuss goals, performance, and address any concerns.
- Provide on-the-job coaching, feedback, and development to team members.

Performance Monitoring & Reporting:

- Monitor team performance using key performance indicators (KPIs) such as customer satisfaction, response times, and issue resolution rates.
- Prepare and present regular performance reports to senior management.
- Identify areas for improvement and implement action plans to address performance gaps.

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Customer Service Excellence:

- Ensure that the team delivers excellent customer service by responding to customer inquiries and resolving issues efficiently and effectively.
- Handle escalated customer complaints or complex queries.
- Promote a customer-centric culture within the team, ensuring customer satisfaction is the top priority.

Process Improvement:

- Identify process inefficiencies and recommend changes to improve the customer service experience.
- Collaborate with other departments (e.g., IT, sales, marketing) to streamline customer service processes and systems.
- Implement new technologies and tools that can help improve team performance and customer service quality.

Training & Development:

- Develop and deliver training programs for new team members and ongoing training for existing staff.
- Ensure that all team members are up to date with company policies, products, and service standards.

Workforce Planning:

- Manage team schedules and workloads to ensure adequate coverage during peak times and to meet service level agreements (SLAs).
- Assist in recruitment, onboarding, and retaining high-performing customer service staff.

Compliance & Quality Assurance:

- Ensure that all customer interactions comply with company policies, regulations, and industry standards.
- Conduct regular quality assurance audits to maintain high standards of service.

Stakeholder Collaboration:

- Work closely with other teams to ensure customer feedback is communicated effectively.
- Collaborate with the management team to align the customer service department's goals with overall company objectives.

Qualifications:

- Proven experience in a leadership role within a customer service or operations environment.
- Excellent interpersonal and communication skills, with the ability to handle difficult customer interactions.
- Strong problem-solving skills and the ability to think strategically.
- Familiarity with CRM systems, customer service tools, and operational software.
- Ability to manage multiple tasks and priorities in a fast-paced environment.
- Experience in developing and managing KPIs.
- Leadership and team management experience.

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- Bachelor's degree in business administration, management, or a related field is preferred (or equivalent experience).

Skills & Competencies:

- Leadership & People Management: Ability to lead, inspire, and motivate a team.
- Communication: Strong written and verbal communication skills.
- Problem-Solving: Effective at resolving customer issues and process inefficiencies.
- Time Management: Ability to manage time and resources effectively.
- Analytical Thinking: Able to interpret performance data and drive improvements.
- Customer-Focused: Passion for delivering excellent customer service.

Work Environment:

- Fast-paced office
- May require occasional evening or weekend shifts to accommodate peak demand.