**Role Description & Person Profile**

|  |  |
| --- | --- |
| Job title: | Customer Support Team Leader |
| Reports to: | Customer Support Manager |
| Location: | Peterborough |
| Direct & Indirect Reports: | 6-8 direct reports |
| Role Overview | The Customer Support Team Leader is responsible for managing the daily operations within the function to achieve the strategy and plans set by the Customer Support Manager.The individual must work with other functions to deliver the continuous improvement of processes and a more consistent and controlled service to both internal and external customers. They will support the Customer Support Manager to improve the efficiency and accuracy to which the team carries out activities including: the set-up of new accounts, the communication of sales reports, provision of information to support customer account planning and decision making.The postholder may be required to represent the function in meetings, activities and projects at an operational level. |
| Key Responsibilities:  | * Manage the daily operations of a designated team of Customer Support Co-ordinators in accordance with agreed working procedures and protocols to ensure customers always receive a smooth and efficient service and that ABN is regarded as being easy to do business with.
* Develop strong customer relationships and understanding and ensure that customer requirements are anticipated, and potential issues quickly resolved.
* Work collaboratively with commercial and supply chain stakeholders to continually improve the customer experience and optimise our OTIF vs cost.
* As an expert in Customer Support systems and operational processes, strive to identify and implement improvements to enhance performance and service delivery.
* Support the Customer Support Manager to ensure all pricing and invoicing processes are monitored, controlled and streamlined to ensure optimum efficiency at all times.
* Co-ordinate, motivate and develop the team of Customer Support Co-ordinators to maximise performance, develop skills and promote succession.
* Deputise for the Customer Support Manager as required and provide support to the wider team during periods of peak activity.
* Act as a champion for Customer Support and support an ethos which seeks to work collaboratively across ABN with commercial and functional colleagues.
* Actively support the embedding of the ABN culture by acting as a role model within Customer Support.
 |
| Budget Responsibility: | OPEX |

|  |
| --- |
| **Person Profile/Knowledge** Experience, any formal qualifications and necessary keys areas of knowledge or experience. |
| **Essential** | **Desirable** |
| Experience of working in a fast-paced customer support environment, ideally with some first line management experience. | Understanding of ABN processes, AX system and customer base. |
| Proven experience of creating a highly engaged team and helping others to achieve their potential.  | Experience of working in a matrix environment which draws on functional and cross functional expertise. |
| Experience of forging effective communication networks. |  |
| **Key Behaviours** | **Prioritise Safety*** Willingness to support the positive management of complaints to ensure that a resolution is reached by following internal procedures
* Flexibility around occasional additional working hours to ensure adequate cover in office when required

**Work Together*** Ability to participate in cross functional initiatives that support the delivery of wider business goals
* Commitment to develop strong relationships with ABN customers and colleagues across the business

**Solve Problems*** Good analytical and problem-solving skills
* Ability to foster influential relationships, both internally and externally
* Ability to think independently and work effectively as part of a team

**Deliver Ambitious Goals*** Ability to accurately manage a high order and call volume
* Ability to work under pressure, prioritise and deal with several issues at once.
* Commitment to delivering high performance

**Celebrate Success*** Strong people management capabilities, including the skills to motivate and develop a team
* Commitment to advocate the ABN culture
 |
| **Other Factors**Travel, shift pattern, working hours, Licence type etc. | The role will require variable working hours to ensure the presence of Customer Support management between the operational hours of 08:00 to 17:30. This will include coverage of split shifts and working weekends and bank holidays.Some national travel will be required to visit customers and operational facilities. |