

**Job:** **Customer Support Team Leader**

**Salary** Min £26,250 – Max £31,250 **(All other areas)**  
Min £27,562 – Max £32,562 **(+ 5% South East)**  
Min £28,875 – Max £33,875 **(+10% London)**

**Reports to;** Regional Support Services Manager

### **Who are we?**

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

### **What we need?**

A Customer Support Team Leader who will be responsible for the day to day performance and delivery of their team of Hub Hosts and Customer Support Officers, managing the referral process and welcoming our participants into our sites across the Home Counties and West London. You need to enable and encourage your staff to be highly professional, organised and have the uppermost communication skills.

You will support a team across the Home Counties and West London to be responsible for our three Health and Wellbeing hubs, facilitate the referral process and initial engagement with our participants across this area to facilitate our participants journey into sustainable employment by ensuring they gain the support they require within our sites.

You will develop and oversee the delivery of activities within our hub locations which include use of Time Credits; volunteers; employment led support; as well as integrated delivery with health and local government services.

### **Are you right for the job?**

- Do you have what it takes to lead a multi-site team?
- Do you have experience maintaining partnerships and relationships with local integrated services?

- Do you thrive in an environment that encourages staff to find new ways to help people?
- Do you have a strong track record of achieving and exceeding performance targets?
- Do you motivate people and stay focused under pressure?
- Are you able to implement new procedures and processes whilst ensuring your team adapt and embrace these changes?
- Do you have experience of helping turn around the lives of people through training and/or employment?
- Do you thrive in an environment that encourages you to find new ways to help people?
- Do you have a strong track record of achieving targets?
- Do you motivate people, work well in a team and stay focused under pressure?

## Person Specification

### Job Title: Customer Support Team Leader

(E = Essential D = Desirable)

#### Competencies

- Embraces change and drives continuous improvement (E)
- People centred in a commercial framework, takes accountability for results (E)
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E)
- Collaborates and unites with others behind the organisations mission (E)
- Provides a best in class service to all customers internal and external (E)

#### Technical competency (qualifications and training)

- Management training/qualification. (D)

#### Experience, Knowledge and Skills

- Demonstrable experience of successfully working to targets (E)
- Experience of supporting, motivating and engaging others. (E)
- Experience in coaching and leading a team to drive success in a challenging and target driven environment. (D)
- Experience of effective performance management (E)
- Knowledge of the local labour market and local disadvantaged groups. (E)
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel with possible overnight stays. (E)
- Good administration and organisational skills with good experience of using office systems. (E)
- Good communication and presentation skills (E)

<b>Safeguarding</b>
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| <ul style="list-style-type: none"><li>• Displays an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. <b>(E)</b></li><li>• Role requires a Criminal Records Bureau disclosure at Enhanced level. <b>(E)</b></li></ul> |
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## **Main Duties and Responsibilities**

1. Ensure that all our direct reports meet or exceed performance and contractual targets whilst meeting or exceeding all external standards with all compliance audits and reviews, ensuring clear action plans are followed for improvement as appropriate.
2. Analyse and share regular reports/MI to the team, identifying trends that impact on effective delivery of contract.
3. Control and manage all financial aspects of the sites, ensuring that all transactions are appropriate, validated and regularly monitored.
4. In conjunction with the Regional Support Services Manager maintain working relationships with local stakeholders including local authorities, health service providers and the voluntary and community sector to ensure access to service for participants at a local level within our Work and Health Hubs.
5. Ensure the use of Time Credits as a tool to engage participants in giving their time both in services and the wider community where appropriate, ensuring targets are met
6. In conjunction with the Regional Support Services Manager ensure the regular collection of monitoring information on Time Credits engagement, earning and spending, and support programme evaluation data collection and share good news stories within Shaw Trust and Spice
7. Facilitate the involvement of participants directly in design, delivery and evaluation of our services.
8. Manage team understanding of the systems that enable a clear focus on performance, quality, finances, compliance and equalities.
9. Communicate and motivate team(s) to ensure employees achieve and realise their true potential, ensuring that succession and continuity planning is in place for all skills and levels.
10. Set personal development and performance targets for direct reports and ensure these are met, and ensure appropriate corrective action is taken if targets are not being achieved.
11. Ensure that the business strategy is communicated to the local team so that staff understand and support the organisations growth.

## **Other**

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can

only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.

5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
8. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
9. Recycle and manage energy within your environment.