

# Job Description

## Team Leader

Location: <b>Coleshill</b>	Department: <b>Internal Sales</b>
Level: <b>Team Leader</b>	Line Manager: <b>Operations Manager</b>

### Primary Purpose and Function

To manage an Internal Sales team too effectively and efficiently achieve individual and team targets and objectives.

### Key Accountabilities

- Achievement of designated weekly, monthly hire starts and revenue targets
- Effectively drive, monitor and take full accountability for performance against business goals, objectives and KPIs using tools such as 'Internal Sales Dashboard' and applicable KPI's
- To take full accountability for productivity of the team effectively managing any variance from plan.
- Actively demonstrate a strong business awareness of real time performance for New Claims in terms of overall performance of your team and department, supporting other Team Leaders where necessary and take action accordingly
- To act as a technical expert dealing with referrals and providing advice to team
- To ensure you empower your team to take full accountability to drive their own performance to ensure achievement and wherever possible exceed Company targets and objectives
- To be commercially aware in recognizing trends such as claims mix and other critical KPI's manage accordingly
- To ensure visibility of team's performance working on the concept that if it can't be measured it can't be managed
- To take full ownership to manage your team's performance which includes; attendance, attrition, all HR issues, achievement of targets and objectives in line with company guidelines, dashboard and processes and procedures
- Effective use of motivational techniques to support the achievement of team and departmental goals and targets
- Provide ongoing support to individuals through monthly and weekly; 1-2-1 activity, side by side coaching, remote monitoring to continuously improve standards and performance and behaviour
- To work effectively with the Operations Manager, HR and Learning and Development department to identify any employee development or other needs and deal within a real time manner.
- To ensure that all employees within in the departments have set clear an unambiguous objectives
- To ensure confidentiality of all information in accordance with GDPR.

- To achieve objectives and targets set
- Carry out reasonable tasks as requested by your line Manager

## Personal Specifications

- Ideally but not essential a strong sales background and be able to demonstrate the ability to consistently achieve/exceed sales targets
- Ideally demonstrable experience of successfully managing a team in a targeted, fast paced environment
- Ideally demonstrable experience of successfully managing the variance of performance against targets and effectively driving performance
- Demonstrate commercial awareness of the Credit Hire Business
- Be able to demonstrate a high level of proficiency in handling performance issues including, absence management, disciplinaries and capabilities
- Ability to communicate and forge effective relationships at all levels both internally and externally
- Confident and assertive leader, able to manage and resolve conflict
- Ability to work unsupervised using own initiative
- Excellent influencing and communication skills with the ability to develop strong business relationships with all key stakeholders
- Adaptable, tenacious self-starter who is results orientated and proactive in approach
- Ability to look at the bigger picture and understand the impact a course of action can have both in the short term and long term
- Be able to demonstrate coaching and mentoring skills
- Strong IT skills with an excellent working knowledge of Word and Excel
- Demonstrate behaviour in line with Company values; Inspired to innovate, Always Respectful, Fully Accountable, Delivering Delight.