

Job description

Role title	Operations Support Team Leader (ASC)
Reporting to	Customer Service Manager (ASC)
Role duration	Permanent

Purpose of the role

Responsibilities

- The role is focused on and around the leadership of support services provided to the Customer Service Centre, wider Operations team and Asterol customers
- Acting as first point of escalation for all queries relating to the operational delivery of the support services to the Customer Service Centre day-to-day activity
- Providing leadership of a team who own the customer journey, providing Customer Service Excellence to all Asterol clients
- Accountable for the delivery of contractual service level agreements surrounding planned preventative maintenance
- Ensuring contractual KPI agreements are captured for customer reporting within agreed targets

Key accountabilities

- To oversee the daily coordination of all tasks related to the service and daily provision of the Customer Service Centre
- Support the resourcing and forecasting of departmental rotas to ensure service provision windows are continually staffed
- Governance of the Customer Service Centre workflow for PPM frameworks, providing realistic and measurable targets to the Team
- Governance of the EBME call flows, providing specialist support and training for the wider teams
- Provide central support of the clinical governance workflows, assigning specific and measurable targets to team members
- Support the monthly performance reporting processes of the Customer Service Centre and wider Operations Team where required
- Regular reviews with site Service Managers of open work with a view to drive completion
- Foster a customer centric working environment, with clear responsibilities and expectations for team members
- Monitor and report on progress towards achievement of mandated plans and strategies
- Assist with the development of Customer Service Centre Staff training requirements including refresher training and product knowledge
- Monitor Team performance and conduct regular appraisals

- Regularly review work processes for areas of improvement
- Implementation and maintenance of departmental reports ensuring that all required operational reports are correct and released on time.
- To liaise with internal departments including Service Operations Managers to ensure that all issues relating to the specific Client needs are understood, and where appropriate highlight areas of concern to the relevant members of staff.
- Establishing and maintaining external relationships to assist with maintaining exceptional service delivery
- Support the implementation and maintenance of departmental processes, procedures and systems that ensure the effective delivery of all services.
- To provide cover and support to the Customer Service Centre Manager and wider Operations Team as and when required
- To demonstrate leadership by example and conduct yourself appropriately within Asterol standards, visions and values

Capability profile

Skills	Essential	Desirable
Excellent telephone skills and ability to communicate effectively when dealing with internal and external clients of all levels	✓	
Intermediate IT skills to include Excel, Word and Outlook	✓	
Must be self-motivated with a flexible can do attitude and ability to work under pressure	✓	
Attention to detail	✓	
Good timekeeping	✓	
Must be able to identify and implement change	✓	
Good delegation skills	✓	
Good inter-personal skills, must be able to work as part of a team as well as individually	✓	

Experience	Essential	Desirable
Experience in a call centre environment and working to meet SLAs	✓	
Come from a asset management background	✓	

An understanding of medical equipment	√	
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Languages	Essential	Desirable
English	√	

Mobility requirements

Role location	Theale Head office
UK travel	Occasional

Other

CRB disclosure	Yes	No
CRB disclosure required?"	√	

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