

TRUenergy Role Description

General Details

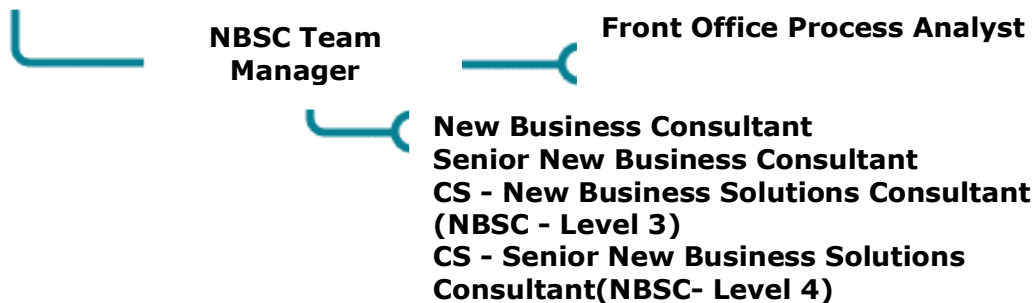
Position Title:	New Business Sales Centre - Team Manager
Position ID:	RD1090
Reports To:	New Business Sales Centre Manager (RD1080)
Department:	Retail - Call Centres

Role Purpose

The NBSC Team Manager is primarily responsible for leading, motivating & supporting a designated team of New Business Sales Consultants to achieve customer service business objectives whilst continually looking for potential improvements to Business Unit processes, implementing and driving the outcomes.

Internal Relationships

New Business Sales Centre Manager



Key Accountabilities

Accountabilities

1. STAFF MANAGEMENT

Manage a Team of New Business Sales Consultants to achieve service levels in line with Business Unit targets. Key tasks include;

- Motivating, coaching and mentoring-
- Monitoring and ensuring the delivery of excellent standards of customer contact-
- Performance management, feedback and appraisal
- Conduct of workgroup meetings
- Leave management and reporting-
- Performance Management
- Call monitoring
- Side by side coaching
- Participation in the recruitment and selection process
- OHS management
- Counselling and discipline
- Reward and recognition

2. LEADERSHIP

*Provide outstanding leadership and focus in relation to positive behaviours

Performance Measures

- *Team feedback
- *Levels of Team satisfaction
- *Staff retention
- *Staff utilisation levels
- *Achievement of Call Centre Targets/Metrics
- *Achievement of campaign and sales targets

- *Team feedback
- *Internal client satisfaction

towards both internal and external customers

*Play an active and supportive role as a peripheral member of the Leadership Team

*Contribute to an environment that embraces change opportunities and which is conducive to the achievement of high levels of professionalism, business continuity, customer satisfaction, and business KPIs.

3. EMPLOYEE CONDUCT

Support the overall effectiveness of the business by:

- Modelling behaviours consistent with TRUenergy values
- Complying with and supporting TRUenergy's Code of conduct and policies
- Contributing to team effectiveness- Engaging in performance and career development processes
- Complying with regulatory, health, safety and environmental requirements

*Lead by example and encourage team members to embrace TRUenergy values by completing a self evaluation form

*Demonstrate continuous commitment to H & S procedures by ensuring safe work practices are maintained. H & S checklist completed monthly.

*Conduct monthly 'side by side' coaching sessions using monthly feedback form.

4. MANAGEMENT REPORTING

Utilise a series of daily / weekly / monthly performance reports for the portfolio ranging from:

- Call statistics-Adherence
- Leave-GOS / AHT
- Quality assessment outcomes / individual call monitoring outcomes
- Campaign/Sales reporting

*Reporting deadlines are met

*Reporting accuracy

5. ESCALATED CALL MANAGEMENT

Manage escalated calls as an ongoing requirement. This task includes taking inbound calls during periods of overload but balanced against the requirement to be accessible to Team Members for support, coaching and mentoring.

*Escalated calls are resolved immediately or same day by COB

6. TEAM

Lead a team of consultants to achieve required business outcomes by agreeing challenging work goals and standards, working together effectively & communicating regularly and openly. Develop succession plans that ensure that career opportunities are created for employees and suitable candidates are

*evidence of effective and timely communication channels used.

*One-on-one feedback sessions at least twice a year where performance is reviewed (strengths and weaknesses), training undertaken is evaluated, development needs, succession planning and career development are discussed, actions agreed, resourced and completed.

*Shared purpose: business planning and goals are agreed in consultation with teams once a year and

prepared for potential future roles.
 Empower each employee to achieve their work goals through competency development, effective performance planning and review, regular coaching, rewarding and recognising achievement and taking action on poor performance, provision, and monitoring, of adequate resources and assignment of appropriate levels of authority.
 Encourage each employee to achieve their career goals through formal career development discussions regular development activities.

reviewed at least twice a year.
 *Evidence of at least one team activity undertaken during the year to understand the strengths of each team member and ways to work more effectively are discussed.

Core Competencies

Drive for Success

- L2 - Have a sense of urgency about achieving goals for self and others.
- Willingly take on challenges that no-one else will undertake
- Willingly take on challenges that no-one else will undertake

Initiative

- L3 - Solve problems as they arise, without being asked
- Take action to prevent a problem arising in the short term
- Think and act with a one to two year time frame in mind

Leadership

- L3 - Clearly communicate business direction and goals
- Eliminate roadblocks to team performance
- Provide timely and constructive feedback on performance
- Put in place effective systems and procedures to achieve goals
- Take action to promote team morale and productivity

Talent Development

- L3 - Delegate tasks for development purposes
- Identify individual potential
- Provide accurate appraisal of performance and give balanced and constructive feedback

Teamwork

- L2 - Make others feel valued as contributors to the team
- Publicly credit another team member who has performed well
- Recognise own limitations and actively seek and use others input
- Welcome diversity of ideas and opinions

Role Competencies

Competency	Performance Criteria
1. COMMUNICATION	*Keeps others well informed
The ability to develop and leverage relationships with all stakeholders in a diverse and changing environment for positive business outcomes.	*Able to make effective presentations and deal with questions on subject matter within own area of focus or expertise. *Ability to convey and explain information, opinions, arguments, fluently, coherently and confidently
2. PRIORITY MANAGEMENT	*Maintains positive customer orientated focus under significant stress

The ability to perform in a stressful, high-pressure environment subject to unexpected changes and unforeseen fluctuations in workload due to external influences

3. CONTINUOUS IMPROVEMENT

Striving for innovation and best practice in everything we do in a diverse and changing environment for positive business outcomes.

*Taking a new or unique approach to how work is done and striving to continuously improve processes and quality.

*Monitors efficiency and work practices and modifies procedures to provide a more effective and efficient service.

*Positively helps others to learn from their mistakes

*Identifies opportunities for improvement.

4. CONFLICT MANAGEMENT

Equips staff with the necessary skills to address conflicts in a positive and constructive manner and promotes a harmonious working environment

*Employs tact and diplomacy to defuse and assist in resolving conflict

*Addresses substantive conflicts and disagreements using conflict resolution strategies

*Anticipates and resolves conflicts in a positive and constructive manner

*Treats others with respect, fairness and concern for their welfare

*Demonstrates honesty and integrity

*Demonstrates consistency

*Adheres to policy and procedures and exercises judgement in their execution

5. COACHING AND MOTIVATION

Ensuring that all business objectives are met through effectively managing and developing the team to deliver a high quality and professional customer service.

*Defines expectations and sets goals

*Coaches team members to perform substantive tasks

*Interprets statistics to identify performance patterns

*Provides regular performance feedback

*Motivates employees for increased results

*Offers rewards and recognition

Mandatory Requirements

Education/Qualifications/Licences

*Demonstrated previous experience in the field of customer service delivery, as well as a demonstrated ability of successfully managing a team to achieve results

*Proven experience in a Customer Service and Sales leadership role

*Proven people management skills, including Leadership, Training and Coaching skills

Desirable Requirements

Indicative Knowledge, Skills & Experience

- *Proven Experience in a results oriented organization
- *Excellent verbal and written communication skills
- *Proven time management skills
- *Ability to think strategically and analytically
- *Highly developed interpersonal & negotiation skills
- *Ability to effectively manage change
- *CIS+ knowledge desirable

Delegations & Authorities

Operating Expenditure

NA

Capital Expenditure

NA

Other Authorities

NA

Role Dimensions

Operating Budget

NA

Staff Numbers

Fourteen FTEs

Geographic Span

NA

Other

Special Requirements

Any other information of importance (eg. Involves Travel, Shift Work etc)

The position is located in the CBD and the successful applicant will be required to work on a rotating roster that includes Saturdays.