

Customer Experience & Growth Assistant Team Leader



Team	Independent Living Team
Salary	£33,075
You will report to:	TEC & Business Transformation Manager
You will manage:	Customer Experience & Growth Officers x 2.5

The Customer Experience & Growth Assistant Team Leader will manage a busy team to ensure the high-quality delivery & growth of the Carecall service.

Carecall team members support customers through either a monitoring only service or a monitoring and falls response service (Stockport area) available 24/7. The team are trained through the TEC Services Association (TSA) to respond to emergency calls accessing appropriate services and support for customers using relevant equipment where suitable.

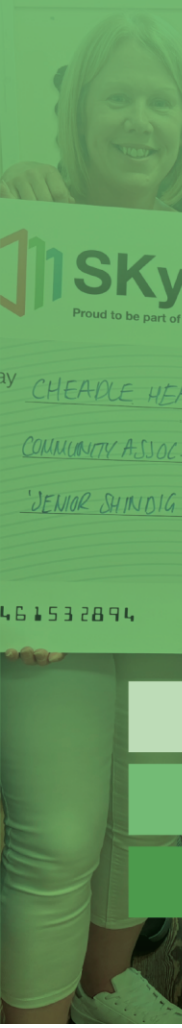
The Customer Experience & Growth Assistant Team Leader will support all aspects of the day-to-day Carecall Service, always ensure a high-quality responsive service to customers.

To achieve this, you will need to have experience dealing with a range of customer and staff management issues including complaints and challenging situations.

Strong customer service skills with excellent communication and IT experience are essential qualities required to be successful in this role.

Your responsibilities will include:

- ✓ Effectively managing a team of Customer Experience and Growth Officers to ensure all Carecall enquiries, installations and removals of equipment are responded to placing the customer's needs at the forefront of everything they do.
- ✓ Managing and support a highly motivated team by assisting them in developing their full potential and maximising their contributions to service outcomes.
- ✓ Managing the full range of staffing issues within the team such as absence, annual leave and performance concerns
- ✓ Liaising effectively with internal departments, partner organisations and ASC.
- ✓ Ensuring the team correctly programme and install appropriate Technology Enabled Care equipment within TSA KPIs and at a time convenient for the customer
- ✓ Ensuring relevant literature is available to support the Tec & Transformation Manager with promotion of Carecall services at marketing events.
- ✓ Identifying and appropriately reporting Safeguarding concerns in accordance with Stockport Homes Policies and Procedures.
- ✓ Delivering excellent services and continually seeking ways to achieve financial efficiencies by effective budget management and innovation in delivery.
- ✓ Assisting and encouraging engagement with customers enabling them to inform decision-making in relation to the services they receive at both a local level and from Stockport Homes.
- ✓ Assisting with managing and collating data for the Independent Living Management Team.
- ✓ To work flexibly around business needs being present on-site to support the team.



Carecall Team Leader

About you:



- ✓ Experience in managing a team or similar, to ensure outcomes are achieved for customers.
- ✓ Innovative, making recommendations for improvements to ensure the highest standards are always achieved.
- ✓ Availability to support the team with duties such as installations outside of normal office hours and to be "on call" for emergencies on a rolling rota basis as part of the Carecall Management Team.
- ✓ Experience to confidently identify and report safeguarding concerns in accordance with relevant policies and procedures.
- ✓ Experience of Health and Safety legal requirements, industry regulations and organisational policies.
- ✓ Access to a vehicle for work and hold a full driving licence.
- ✓ A value-driven approach to work following our values as outlined below.
- ✓ A strong work ethic making every effort to maintain a high level of attendance.
- ✓ The ability to effectively resource manage, taking a value-for-money approach and working in accordance with SHG policies & procedures.
- ✓ Excellent people management skills and using them to achieve outcomes for customers.
- ✓ The ability to understand the needs of vulnerable customers.
- ✓ Highly organised and self-motivated with the ability to work without direct supervision.
- ✓ Highly resilient and capable of working well under pressure and with difficult situations.
- ✓ The ability to identify, recommend and implement improvements to the service.
- ✓ The ability to prioritise and schedule own workload and that of the wider team, motivating and developing the team to deliver business outcomes.
- ✓ The ability to identify, recommend, and implement improvements to the service incorporating appropriate use of digital initiatives.
- ✓ A range of IT skills including Microsoft Office, Outlook, Excel and PowerPoint. Being proficient in the use of "in house" systems.
- ✓ Excellent verbal and written communication skills.

What we offer:

Pension

Access to a Social Housing Pension Scheme (SHPS).

Annual Leave

26 days, increasing to 28 days after 5 years' service.

Health Cash Plan

Claim back a proportion of your everyday healthcare and medical expenses.

Retail Discounts

Access to discounts providing savings on food and shopping.

Flexible Working

Flexible/Hybrid working, to ensure a healthy work life balance.

Work Pattern

Full Time
37 Hours

Core Values

Ambition

We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers.

Social Responsibility

We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people.

Passion

We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work.

Innovation

We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things.

Respect

We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships.

Excellence

We continually improve how we work; challenging the status quo, learning from what goes well & always being professional.



INVESTORS
IN PEOPLE

Platinum
Until 2025



Health &
Wellbeing
Award

