

JOB DESCRIPTION AND PERSONAL SPECIFICATION

JOB SUMMARY	
JOB TITLE	OFFICE & CUSTOMER SERVICES TEAM LEADER
HOURS	37.5 hours a week
HOLIDAY ENTITLEMENT	22 days per year plus statutory holidays (rises to 25 days after 1 years service)
BASE	Central London
SALARY	Competitive and dependant on experience
BENEFITS	Company pension Free health care
PROBATIONARY PERIOD	6 months
REPORTS TO	Operations Director

PURPOSE OF JOB
<p>To be responsible for the smooth running of the xantura office and to lead and motivate a team of customer service officers providing internal and external customers with excellent levels of service.</p> <p>Provide logistical support to directors and project managers/consultants.</p> <p>To contribute to the company's development and the achievement of its mission, growth plans and aims and objectives</p>

JOB DESCRIPTION
<p>To take responsibility for the day to day management of the xantura office e.g. liaison with serviced office manager, stationery supplies, meeting room bookings, post opening, circulation and despatch etc.</p> <p>To lead and motivate a team of customer service officers in providing first and second line customer support providing excellent levels of service.</p> <p>Ensure that the team meets and exceeds established SLA's with the xantura customer base. Implement, enable, monitor and report on the necessary processes and systems that ensure that customer service is delivered efficiently and effectively.</p> <p>To develop and maintain excellent relationships with the xantura customer base. Support xantura directors and those staff that travel extensively with their logistics e.g. hotel bookings, flights etc.</p> <p>Be familiar and provide support to the development of all xantura products e.g. testing. Undertake any other duties as required by your line manager or director of the business.</p>

PERSONAL SPECIFICATION		
Attributes	Essential	Desirable
Possession of two A-Levels (or equivalent)	√	
At least 3 years experience of supervising a customer service operation dealing with public sector clients	√	
Experience in the IT services industry	√	

Ability to self manage and self motivate	√	
Experience of technology based projects and implementations	√	
Excellent IT skills – Microsoft Office based i.e. word, excel, power point etc	√	
Experience of managing staff in a customer services environment	√	
Ability to manage relationships across xantura, its delivery partners and the client base	√	
Excellent practical skills such as organisation, time keeping and working extra hours (unpaid) to meet tight deadlines if needed	√	
Able to amicably resolve conflicts when they occur	√	
Excellent communication skills – verbal, written and presentation	√	
A strong commitment to your own personal and professional development	√	
Commitment to peers to ensure that the organisation delivers	√	
Experience of managing an office environment		√
Knowledge/exposure of software development based activity		√
Demonstrable commitment to the delivery of first class customer service	√	