





Team Leader - Job Description

Reporting to the Head of Client Services, you will be responsible for supporting end to end Operational activity across the scheduling team with close interaction to the client services and document production teams. Working with the wider business to achieve a high level of H&S compliance utilising our bespoke web-based property risk management system, Meridian.

	Integrity Lead by example, demonstrating to the business, colleagues and clients that integrity is a key value of William Martin Compliance.
	Client Centric Ensure clients are at the forefront of what we do and providing best in class service that keeps clients legally compliant, while adding value wherever possible.
	Innovative Demonstrate the innovative approach William Martin Compliance take throughout all working activities. Look for ways in which we can further grow the business, provide enhanced support and value for clients, and set ourselves apart from competitors.
	Quality From day-to-day activities through to strategic projects and implementation, ensure the quality of our work never falters. Ensure every interaction, internally and externally, reflects the high-quality consultants we employ, and take pride in the exemplary service we can provide. Ensure ongoing compliance with all quality accreditations we have achieved and continue to maintain.

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Key Activities

1. Drive the team performance to improve both qualitative and quantitative outputs
2. Promoting and where possible identifying opportunities to improve the excellent service standards of William Martin Compliance.

3. Monitor and support all KPI reporting ensuring team members are providing daily focus to key SLA's & KPI's to drive business efficiency.
4. Understanding and working in accordance with clients' current practice and policy standards, having regard to client protocols and any guidance issued by individual Account Directors or Technical Account Managers.
5. Maintaining good communications with Scheduling, Document Production Team, Technical Account Managers and Account Directors.
6. Organise, plan and manage, as a minimum, monthly 1-21's with all scheduling team members showing specific objectives and development needs that are supported and tracked regularly.
7. Through role model behaviours live the businesses vision and values.
8. Attend monthly Operational Meetings as required
9. Work with peers across the Business operations team to provide regular updates to the Consultancy Director / Service Directors as appropriate, regarding their field teams in respect of KPI performance and general operational activities / matters
10. Support the onboarding process with the new starters ensuring they have an active plan with specific instructions and timelines
11. Confidence and ability to deputise for Head of Client Services when required

Personal Attributes

- Professional, suitably qualified, competent and knowledgeable.
- Organised and punctual individual with sound work ethics.
- Honest, trustworthy and able to work with integrity.
- Customer focused with excellent communication skills - listening, speaking and writing – able to build relationships with both clients and colleagues.
- Ability to work on own initiative and pro-active approach to problem solving.

Essential Criteria

- Previous experience in a management role in a client/customer service operation.
- Proficient IT skills.
- Good interpersonal skills.
- Comfortable when dealing with clients both by telephone and email in a friendly, professional manner

Desirable

- Knowledge of scheduling property management/facilities management activity.
- Degree standard of education to include English
- LEAN accreditation of 1A, 1B or 1C.