

## JOB DESCRIPTION

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|--------------------|--------------------|------------------|-------|
| <b>JOB TITLE:</b>  | Team Leader        |                  |       |
| <b>REPORTS TO:</b> | Operations Manager |                  |       |
| <b>TEAM:</b>       | Document Services  |                  |       |
| <b>DEPARTMENT:</b> | Shared Services    | <b>LOCATION:</b> | Leeds |

### PURPOSE

To manage a Document Services Team, ensuring productivity is at a maximum output and that service levels are met.

### KEY RESPONSIBILITIES;

This does not set out every responsibility but provides an overview of the main areas of responsibility.

- Monitor appropriate system work records to ensure that all work is progressed to meet challenging productivity targets.
- Monitor of individual performance, quality and productivity.
- Ensure that the workload is equitably distributed within the team.
- Effectively schedule, and manage, all breaks to ensure that the Team is adequately resourced at all times.
- Management of holiday and absence in the team.
- Act upon issues concerning performance, time-keeping, absence and holidays promptly and appropriately.
- Update the team with changes in procedures.
- Facilitate regular team meetings.
- Conduct return to work interviews when Team members return to work following an absence
- Conduct all 12 week reviews for new Team Members.
- Conduct monthly one to one review meetings for all Team Members.
- Ensure that Personal Development Plans for all Team Members are developed, acted upon, maintained and reviewed.
- Liase with the departmental manager and in turn the Coach Trainer to ensure that all team members receive on-going coaching, training and development.
- Be involved in the resolution of discipline/grievance/performance issues in line with company policies.
- Respond to client/service queries or complaints at the initial stages in line with the internal complaints procedure, maintain a complete and accurate file and submit reports as required in a timely fashion.
- Understand all aspects of the process and where appropriate undertake tasks within the process

### Personal Qualities

The following skills are essential:

- Ability to meet tight deadlines and targets & work under pressure.
- Good team player, but, also ability to work on own initiative.
- Good attention to detail.
- Good communication and customer service skills.
- Good organisational skills.
- Good data input skills.
- Experience of working in a high volume environment.
- Previous management experience, or experience of supervision/development of staff
- Previous experience within Mailroom and/or Document Services

Additional Information:

Hours of work: Monday to Friday 7.30am – 4pm