



## TEAM LEADER ROLE

As part of the Crystal Legal team you can expect to receive a warm welcome into our clan fold heading up our team of Seekers. In this role you will be required to support, manage and inspire our administrative team to achieve daily, weekly and monthly targets. It will be your responsibility to recruit, develop and motivate your team to perform at the highest standard.

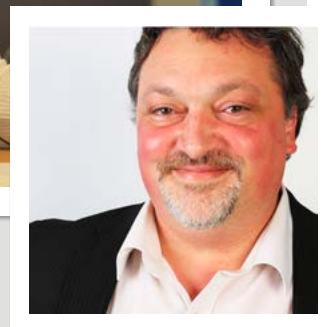
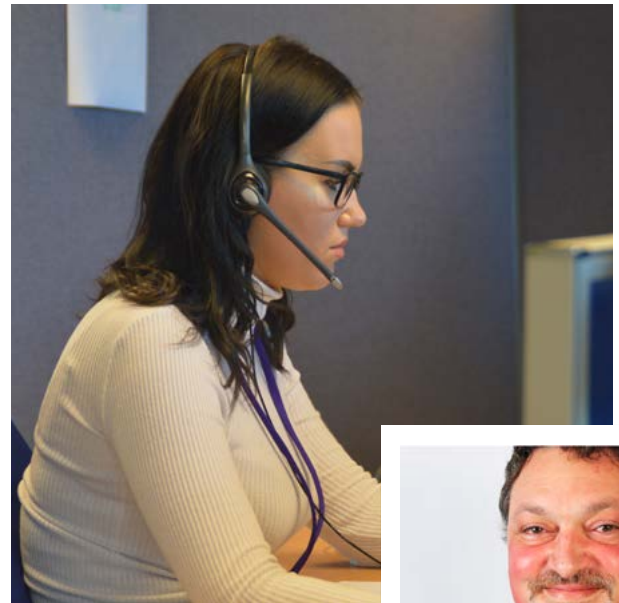
### A DAY IN THE LIFE

**In this role your responsibilities will include:**

- Providing clear objectives to your employees in terms of their daily, weekly and monthly targets
- Feeding back on the quality of these performance targets to ensure they are met and exceeded
- Holding regular team meetings to set a focus for our business targets and consistently tracking performance
- Being proactive in addressing performance concerns so that these can realign with objectives and targets set
- Holding documented One2Ones with each team member to discuss performance against both individual and team targets
- Setting SMART objectives to further improve performance
- Supporting the continual personal development of all team members
- Identifying all skill and knowledge gaps or quality concerns and addressing each area through coaching and/or formal training with support from the learning and development department
- Interviewing and recruiting new staff with the required skillset to fulfil an administrative role
- Maintaining and developing your own personal knowledge of company policies, processes and procedures
- Building upon and maintaining relationships across all departments within Crystal Legal to provide a first class customer journey
- Taking ownership of your own personal development plan to ensure you are continually growing, developing and expanding your knowledge as an individual, requesting help, support and guidance as needed

### WHAT WE REQUIRE FROM YOU

- Proven experience of people management, preferably within a call centre environment
- Demonstrate that you have consistently performed highly across all KPI targets, including quality
- Evidence that you can work alone or as part of a team to achieve targets, complete projects or resolve business critical issues
- Possess a good understanding of MS Word, Excel and PowerPoint
- Have a flexible approach to work and be able to adapt to an ever changing environment



## EXPECTED TASKS

- To conduct and feed back on regular coaching reviews with a focus on continually improving individual performance and attitude
- To monitor and proactively manage employee attendance in accordance with company policy, procedures and processes
- When required, to conduct Disciplinary Hearings up to and including the Written Warning stage
- Delivering motivational and inspiring team buzz sessions to drive team performance onwards to achieve the best for the business
- To lead by example and continually act as a role model for all employees
- To logically identify and exploit trends, setting clear objectives and reviewing regularly
- You will encourage and enable a 'blameless culture' to empower and support your team to identify and improve errors without fear of reprisal

## SEEKER SKILLS

### These qualities are also a must:

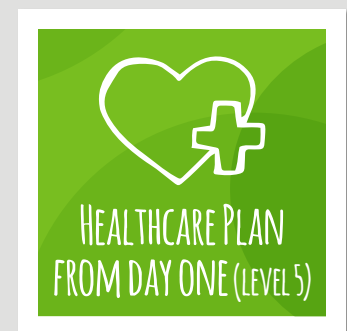
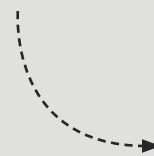
- Results driven – a winning commitment, focused on targets
- Creative thinker & innovator – motivating and inspiring others to achieve their full potential
- Born leader – an assertive decision maker, confident with managing change
- Team player – insightful opinions but always respectful and professional
- Strategic planner – a supreme organiser able to balance all priorities in a fast-paced and lively working environment
- First-rate communicator – top notch written and verbal communication skills
- Problem solver – analytical thinker, using initiative at all times

"Since joining the company my success and achievements have been recognised, allowing me to work my way up the ladder to my current position of Team Leader. I feel my achievements and progress are genuinely appreciated and recognised."

## ENTITLEMENTS & STAFF BENEFITS

**We believe our calibre of staff is the reason why our business grows. From healthcare plans and professional development to big nights out, we invest in our people at every opportunity:**

- 24 days annual holiday
- Shutdown between Christmas and New Year
- Seven day induction programme
- Six months probationary period
- 'Buddy' programme mentoring scheme
- Healthcare plan from day one (Level 5)
- Internal career progression across in-house training programmes
- Employee recognition – awards and cash bonuses given for outstanding staff performance
- Staff referral scheme with cash incentives
- A certificate of achievement each work anniversary
- A personalised long service award after five years of service



## THE PERKS

- Free onsite parking
- Kitchen facilities with free brew supplies
- Great nights out
- Dress-down Fridays
- Community links through fundraising
- Onsite tuck shop and mobile butty vans
- Great links for the motorway and train station
- Childcare voucher scheme
- A short walk to local shops and eateries
- A birthday cake on your special day