



We are looking for a Team Manager with a minimum of 3 years contact-centre experience and a passion for excellent customer service? If so, we want you!

#### The Company

We are a Fast Track 100 Business looking for an experienced Team Manager to join our team. We have a diverse workforce of people but with significant growth planned, we are looking to further expand. We are an exciting award winning company that strives for excellence and is passionate about making Instasmile a great place to be.

#### The Role

You'll be supervising a team of 10 - 12 advisors, coaching them to resolve customer complaints, monitoring performance, driving KPI's, identifying training needs, conducting regular 1-2-1's and agreeing Performance Development Plans. Your team will deliver a world class customer experience to customers worldwide, with a high demand in USA. You will need to be adept at building and maintaining relationships with other departments, providing impartial feedback and accurate reporting information. You will report directly to the Head of Business Operations.

#### Skills and Experience Required

- Experience as a team leader
- Complaint handling experience preferred
- Strong communication and interpersonal skills
- Good attention to detail with an exceptional level of accuracy
- Confident and professional manner
- Hard working with a proactive attitude
- Experience in a multi channel customer service an advantage.

#### Benefits

- Company pension scheme
- Free Car Parking
- Cycle to work scheme
- Employee Engagement Programme
- Social events and incentives - Haydock Park Racecourse

If you have a genuine passion for delivering excellent customer service and are a strong team player, joining our team at Instasmile could be the perfect move for you – apply here today!

Job Type: Permanent, Full time, Monday to Friday, 1 in 4 weekends.

Shift: combination of 12 - 8pm and 4.30pm - 12.30pm

Location: Newton Le Willows, WA12 0JQ

Salary: £20,000 to £22,000 plus 20% shift allowance for back shift (4.30 - 12.30)