



Job Description

Title: Servicing & Deployment Team Manager

Reports to: Head of Customer Services

Based at: Burnet Road

Hours of work: 40

Date Prepared: July 2025

Grade: 4

Dimensions

- Direct reports – Administration Team Leaders / Administrative Team
 - Internal Key Stakeholders; Health & Safety, Technical Compliance Team, Management Team and Operational and Support Teams
 - External Key Stakeholders; Clients, Tenants, Suppliers and Contractors.
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Key objectives of role:

1. To undertake key administrative activity supporting planned and reactive domestic maintenance to include the optimisation of engineering resources (mechanical and electrical) in accordance with agreed SLA's to deliver service excellence, regulatory and contract compliance.
2. To provide outstanding Customer Service to internal stakeholders, clients, and customers.
3. To support and coach the Administration team in the delivery of key administrative activity associated with contract delivery
4. To support the provision and analysis of operational intelligence and performance information interpreting data and analysing results to help drive efficiencies and the timely production of Departmental Operational Dashboards.



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Main responsibilities:

1. To support the day-to-day delivery of operations ensuring work is planned and scheduled in accordance with key specified parameters to include appropriate customers communication supporting the servicing, testing and repair of heating systems.
2. To ensure systems are kept up to date and reflective of customer details and requirements.
3. To review and analyse key performance data and make operational recommendations for consideration to support increased performance and efficiencies.
4. To support the delivery of bespoke data reports as required to internal and external clients.
5. To support regular continuous improvement reviews within the department on existing data and processes to ensure collection of data is accurate, reportable, and trustworthy.
6. To effectively optimise the deployment of available engineer resource.
7. To support the timely completion of all administrative tasks supporting achievement of key KPI's and support the timely provision of key reporting activities to include the production of accurate and timely Department KPI and client reporting to support visibility of performance.
8. Responsible for the servicing letter run, including processing and postage in a timely manner.
9. Taking escalated calls from customers and clients in accordance with complaint and feedback procedures
10. To proactively support the resolution of customer complaints and act as a point of contact for the Team in respect of escalated queries and complaints from internal and external customers
11. To assist in coaching / training the team in processes and procedures and quality service delivery to include the provision of regular, constructive feedback and guidance
12. To proactively undertake performance management activities with the team to include but not limited to monthly 121's and return to work interviews
13. To support the recruitment, selection, induction of new team members.

Key KPI's

- Servicing and Compliance performance
- Tenant Satisfaction Measures (TSMs)
- Workstream backlogs and turnaround times
- End to end repair time



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- Production of Client KPI reports
- Field asset utilisation (efficient use of capacity vs demand)
- Return to Work Interviews / 121's

Person Profile

Selection Criteria	A=Application Form I=Interview	Essential or Desirable	Assessment Method
<p>Experience:</p> <ul style="list-style-type: none"> ▪ Experience of managing administration teams in an operational environment ▪ Coaching ▪ Administrative experience with the ability to work within specified processes and procedures ▪ Experience of dealing with customer service by phone and the ability to liaise effectively with a range of audiences. ▪ Demonstrate competent IT skills and experience with using Microsoft Packages and systems. ▪ Evidence of effective planning and organisational skills to manage conflicting priorities in order to meet objectives and deadlines with minimum supervision. ▪ Demonstrate methodical and flexible approach, with high accuracy and attention to detail. ▪ Delivering excellent customer service ▪ Managing and delivering complex operational issues on time, to a high standard of quality and to budget. 		<p style="text-align: center;">E E E D E E E E D</p>	
<p>Qualifications:</p> <ul style="list-style-type: none"> ▪ Educated to GCSE level or Equivalent 		<p style="text-align: center;">E</p>	



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Skills	Essential Criteria	
<ul style="list-style-type: none">▪ Good Interpersonal skills and ability to communicate effectively▪ Coaching skills▪ Ability to proactively solve problems▪ Ability to negotiate and deal with conflict and difficult conversations▪ Ability to plan and organise work; balancing conflicting priorities to ensure that tasks are completed on time and to a high quality▪ Takes an innovative and flexible approach to work situations; willing and able to adjust to changing demands▪ Professional, positive and confident with the highest standards of honesty and integrity▪ Self-motivated and able to adapt to different circumstances▪ Able to influence and persuade with compelling arguments for improved business performance.▪ Uses information as the basis of problem-solving, decision-making, and actions.▪ Adaptive thinking requiring some creative improvement and development of techniques and methods.▪ Ability to organise workload effectively and demonstrates flexibility /versatility combined with initiative, drive, and ability to meet deadlines▪ Responsibility for the security of confidential data or documentation.▪ Ability to work autonomously and flexibly, responding to business needs▪ Influence through the advice given to others in an area of expertise for which the jobholder has recognised responsibility.		