



Job Description

Job Title: Service Assurance Team Leader
Location: Cheshire / Warrington
Deadline: ASAP

Key Purpose of the role

This role carries primary responsibility for leading service assurance team. The role will involve developing a team to deliver outstanding results. Having the customer at the heart of what we do, you will develop effective relationships with suppliers and customers to ensure we meet SLA's 24/7, comply with our commitments in our managed service contracts and keep customers updated. You will manage and prioritize tickets queues, manage incidents and ensure planned works are communicated so that we minimize impacts to our customers. Searching for efficiencies and facilitating continuous improvement, you will also look to improve processes working along side business transformation team so that systems are delivered that will add significant value to the end to end customer experience.

Producing weekly / monthly reporting packs for our customers and ITS is key so that we can drive continuous improvement.

This role will suit candidates who wish to pursue a career in the telecommunications industry with a leading company driving fibre delivered products and services to partners, businesses, and residential customers across the UK.

Key Accountabilities

- Leading the service assurance and support team
- Engaging, influencing and challenging suppliers / service providers
- Develop the team, people and processes to drive effective service assurance
- Create a can-do culture and look to continually improve as we scale
- Coach, mentor, develop people within the team to achieve outstanding results
- Engage with customers for day-to-day operations and also provide monthly service packs
- Identify and manage risks & issues to minimise the impact to customers and the ITS business
- Ensuring support on Providing a support service to the service desk during any major service outage
- Point of escalation for challenging service delivery installs
- Reporting weekly / monthly KPI's that underline the operational performance of the team
- Develop and maintain a supportive environment so employees can challenge and develop
- Act in accordance with our values and behaviours
- Take active responsibility for your own career development and performance
- Ensure your conduct is within our policies.

In addition to the responsibilities listed above, the job holder may be required to perform other duties as assigned from time to time by their manager or a senior leader.



This job description may vary in consultation with the post holder to reflect changes within the marketplace, the department, or the business.

Package Overview

- Competitive salary

Person Specification

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Qualifications & Training

Desirable:

- Customer service training

Experience & Knowledge

Essential:

- Microsoft Office application skills
- Team leadership
- Experience working in a customer service environment

Desirable:

- Knowledge of telecoms industry fibre broadband products and services

Skills/Abilities & Relevant Competencies

Essential

- Analysis, organisation, and planning skills
- Excellent communication skills (written and verbal)
- Self-motivated and driven to meet service objectives and targets
- Enthusiastic and highly motivated with an eye for detail
- Able to liaise and interact effectively with suppliers, management, technical teams, and customers
- Ability to listen, empathise and gain customer confidence
- Flexible approach and able to manage varying workload
- Effective people leader



Desirable

- Experience of using Customer Relationship Management (CRM) systems or portals

Special Requirements

- Able to travel to various ITS office locations as requested