

MAWDY

Assistance Team Lead

At MAWDY we've grown consistently in recent years to become a market leader in insurance and assistance products. Our objective is to continue this profitable growth by providing the world-class customer service that our clients have come to expect.

We're looking for a committed and enthusiastic Team Leader who thrives in a fast-paced, customer-focused environment. Reporting to the Assistance Contact Centre Manager, you will provide leadership and supervision within the Assistance team, ensuring your team meets and exceeds service delivery targets with first class support to customers.

What you'll do:

- Improve customer response times by supporting and energising staff, fostering a sense of collaboration and accountability
- Ensuring that every member of the team works to their fullest potential and delivers assigned tasks with the highest proficiency
- Suggest and implement ideas for improving and maintaining employee engagement.
- Identify potential challenges and risks and solve problems efficiently through agility and innovation
- Continuously evaluate and improve team processes, leverage insights and feedback to enhance and evolve team efficiencies
- Manage, with the support of the Contact Centre Manager, staff rostering, holiday requests approvals, client telephony reporting, etc.
- Develop and implement change management strategies and plans that maximize employee adoption and minimize resistance
- Promote open dialogue and teamwork among team members to create a supportive and cohesive workplace environment
- Address any issues (e.g., shift adherence, quality, productivity) that might arise with team members and facilitate constructive discussions for individual improvement within a documented timeframe.
- Perform regular one-to-one meetings, quality checks, performance reviews, managing performance and absence concerns, set clear goals and objectives
- Liaise with the dedicated training department to provide effective training and re-training interventions as appropriate.
- Handle complaints in accordance with company protocol & the Consumer Protection Code.
- Participate in the recruitment and induction processes for all new hires.
- Work to meet all KPI's (Business and Individual team members) set by the Contact Centre Manager.
- Strict adherence to and implementation of relevant regulatory obligations such as GDPR and MCC.

Working Hours:

This role is a full-time position: 35 hours per week. Core days are Mon – Fri, however, as we are a 24/7 contact centre, Team Leader shift times will range between 8am – 10 pm, Monday – Friday and 8am to 4pm Saturday – Sunday.

Qualifications:

APA or CIP qualification is a requirement for this role. We will provide training if required but the right candidate must be willing to undertake (and successfully pass) these qualifications within the first 18 months in the role. MAWDY will fund and support your training and qualifications in this regard.

If the candidate is working towards obtaining the APA or CIP qualification they must:

- i) register for the first available sitting of the examination which the candidate could reasonably be expected to sit,
- ii) work towards obtaining examinations for the relevant qualification on a consistent and timely basis, until completion.

The role of a team leader is important in driving organisational success, requiring a diverse skillset including leadership, communication and problem-solving skills.

What we're looking for:

APA/CIP qualification is preferred

Strong Leadership and organisation skills

Excellent analytical and decision-making acumen

Previous experience in a Team Leader or a supervisory role is preferential, while working in a 24/7 environment is preferential.

Proven track record across inter-departments including accounts, HR and Senior Management

Experience working with remote team members

Ability to work under pressure and exhibit an innate agility in regard to navigating several systems and tasks simultaneously.

Knowledge of the industry's best practices and trends for team management

Excellent communication interpersonal and problem-solving skills

Proficient in Microsoft Office and other relevant software programs including CRM and reporting

Any appointment will be conditional on the company being satisfied that the appointee meets the requirements as set out in the Fitness and Probity Standards issued by the Central Bank of Ireland. This requires the company to complete due diligence to assess the appointee's fitness and probity.

What we offer you:

- Service days.
- APA / CIP training.
- Free Motor Rescue and European Travel Insurance.
- Health insurance discount.
- 20% discount on all other travel insurance outside Europe.
- Sports & social club.
- City centre office location, handy for public transport.
- Bike to work scheme.
- Travel Pass
- Discounts for local businesses