

# Job Description

## Team Leader - Cash Collection

Location: Home/Office	Department: Cash Collection
Level: Team Leader	Line Manager: Cash Collection Manager

### Primary Purpose and Function

To manage a Cash Collection team too effectively and efficiently achieve individual and team targets.

### Key Accountabilities

- Effectively drive, monitor and take full accountability for performance of assigned team
- Achievement of designated weekly & monthly pledge and revenue targets through effective coaching, mentoring and management
- To be commercially aware in recognising trends in performance and other critical KPI's as highlighted above and take a proactive approach to manage accordingly
- To effectively manage all aspects of your teams' performance including motivation to achieve targets
- To act as a technical expert dealing with referrals and providing advice to team
- To ensure you empower your team to take full accountability to drive their own performance to ensure achievement and wherever possible exceed Company targets and objectives
- To ensure visibility of team's performance working on the concept that if it can't be measured it can't be managed
- To take full ownership to manage your team's performance which includes attendance, attrition, all HR issues, achievement of targets and objectives in line with company guidelines, dashboard and processes and procedures
- Effective use of motivational techniques to support the achievement of team and departmental goals and targets
- To ensure that effective systems of two-way communication are in place and utilised on a daily, weekly and monthly basis.
- Provide on-going support to individuals through 1-2-1, side by side coaching, regularly feeding back areas for improvement to continuously improve standards and performance and behaviour
- To work effectively with Departmental Head, HR and Learning and Development department to identify any colleague development or other needs and deal within a real time manner.
- To ensure that all colleagues within in the departments have set clear an unambiguous objectives
- Observing and complying with GDPR.
- To achieve objectives and targets set.
- Carry out reasonable tasks as requested by your line Manager.

### Personal Specifications

- Ideally demonstrable experience of successfully managing a team in a targeted, fast paced environment
- Ideally demonstrable experience of successfully managing the variance of performance against targets and effectively driving performance
- Demonstrate commercial awareness of the Credit Hire Business
- Good knowledge of BHR and how the rate calculator works
- Experience of using Verify system
- Knowledge of the claims process, GTA protocols and ABI rule
- Be able to demonstrate a high level of proficiency in handling performance issues including, absence management, disciplinaries and capabilities
- Ability to communicate and forge effective relationships at all levels both internally and externally
- Confident and assertive leader, able to manage and resolve conflict
- Ability to work unsupervised using own initiative
- Excellent influencing and communication skills with the ability to develop strong business relationships with all key stakeholders
- Adaptable, tenacious self-starter who is results orientated and proactive in approach
- Ability to look at the bigger picture and understand the impact a course of action can have both in the short term and long term
- Demonstrable experience of successfully managing a team in a targeted, fast paced environment. Hybrid management experience would be beneficial.
- Be able to demonstrate coaching and mentoring skills.
- Strong IT skills with an excellent working knowledge of Word and Excel.
- Demonstrate behaviour in line with Company values; Inspired to innovate, Always Respectful, Fully Accountable, Delivering Delight.