

ROLE TITLE: BAC Team Lead
GRADE: TBD

DATE: October 2024
BUSINESS UNIT: Central Operations

Role	Need to Do	Need To Know	Need to Be
<p>Function Purpose:</p> <p>Responsible for all BAC teams including Nights, Prestige, Claims Specialist, Onward Travel and any other specialised colleagues within the BAC operation. Responsible for delivering our service outcomes and business objectives.</p> <p>The Team Lead will be responsible for both performance and people, ensuring that KPIs and targets are met and that teams are developed and coached in line with requirements.</p> <p>The role holder could be responsible for any of the internal operations within BAC including, but not limited to, Prestige, Nights, Claims Specialists, Onward Travel or core. The Team Lead will have full responsibility for the effective day to day running of the teams while on shift</p> <p>Due to the 24/7 nature of the operation this role will require weekend and bank holiday working on a rotational shift pattern basis with other BAC Team Leads</p> <p>Reports to: The role will report to the BAC Contact Centre Manager</p> <p>Direct Reports: The role will have up to 20 direct reports which may include Real Time Co-ordinators</p> <p>Relationships: <i>Internal:</i> Peer group across BAC and Group Operations Full range of clients across RAC business services Operations Team Technical Team <i>External:</i> Occasionally contractor network partners RAC repair network garages Commercial partners aligned to corporate partners</p>	<p>Key Accountabilities</p> <ul style="list-style-type: none"> Line management of their team, or teams, from across the BAC operation including absence/attendance, performance, behaviours and well-being Management oversight of all on-duty BAC colleagues during their shift, ensuring behavioural standards are met and service outcomes are achieved and where appropriate acting as a single point of contact for the building during OOHs, weekend and bank holidays Proactively manage in real time the allocation of colleague skills, call routing, downtime to deliver our service metrics Responsible for their team’s achievement of BAC KPIs including, NPS, Quality, Abandonment rate, Average Handling Time, Remote Solutions, Entitlement, Calls per Hour, through utilising daily operational rhythm along with other tactical and strategic activities Improve the performance of BAC colleagues, driving increases in productivity, quality of interactions and removal of conflicting behaviours through regular, specific and personalised coaching plans and feedback To continually develop skill set within the team in line with skills framework and aid them in developing the personal development plans Be the ‘Expert’ in key areas of line management including performance management, attendance and disciplinary processes, Health and Safety and ensure services are provided in compliance with guidelines and regulatory standards Provide live advice to colleagues on calls on process and entitlement or when general support requested Handle escalations directly with members and provide resultant support and feedback to colleagues Identify areas for operational improvement and maintain a continuous improvement mindset To act as the delegated authority for the Contact Centre Manager as required Deal with escalated customer and colleague issues, incident reports and compliance actions 	<p>Skills/Knowledge/Experience</p> <ul style="list-style-type: none"> Proven experience of managing teams to deliver performance through high-quality, structured coaching interactions Experience of managing under-performance to completion in line with formal policies and procedures Able to prioritise effectively with proven experience of working in a fast-paced changing environment Must ensure all outputs are completed with accuracy and attention to detail, whilst working quickly and accurately to tight deadlines Tolerance of ambiguity, resilience and patience to work within a pressured environment with a positive attitude whilst being a self-starter with drive and desire to make an impact upon the business. A good understanding of business performance metrics within Operations and how they are influenced A proven ability to rapidly understand processes and breakdown products and then act as an “expert” Fully competent in the use of Microsoft Office applications Fully competent in the use of iCAD and associated systems is desirable 	<p>Capabilities/Strengths:</p> <p>Core Competencies</p> <ul style="list-style-type: none"> Achievement drive L3 Commercial Awareness L3 Customer Focus L4 Leadership L3 Interpersonal and influencing skills L3 Team working L3 Developing Self and Others (L3) Specialist Knowledge (L3) <p>Needs to exhibit behaviours consistent with RAC core values</p>