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| **Job Title:** | **Location:** |
| Seeka Operations Centre Team Manager | Seeka Limited  Broxden House  Lamberkine Drive  Perth  PH1 1RA |
| **Department:** | **Reports to:** |
| Seeka Support | Jim Scaife |
| |  |  | | --- | --- | | **Reporting:** | **Reports to:** | | No. of direct reports: 11  No. of non-direct reports: 0 | Energy Director, SHEQ | | |  |  | | --- | --- | | **Grade:** | **Reports to:** | | TBC | Energy Director, SHEQ | |

**Purpose of role**

**Who are we are**

**Seeka provides specialist end-to-end revenue protection services across the utilities market. Offering an unrivalled range of services that includes the provision of locksmiths, dog handlers and revenue protection officers, Seeka make visits to customer properties to investigate and make safe suspected energy theft cases.**

**Seeka sits within the M Group Services Energy Retail Division which is proud to be one of the UK's largest utilities support organisations – and we’re still growing, with some exciting times ahead. We pride ourselves on being award-winning and recognised for our diligence, customer service and expertise.**

**We are part of M Group Services, a £1.7 billion turnover business, with a wide and diverse field of operations that regularly presents opportunities for growth. We work with our clients and partners to ensure we keep abreast of industry developments and remain at the forefront of progress. We have been one of the Times 100 Top Track Companies for the last three years running.**

**The Role**

**Based in Broxden House, in Perth, As Seeka Operations Centre Team Manager**

**(TM) you will play a key role within our Revenue Protection business. You will be responsible for the management, support and motivation of a team of Seeka Operations Co-Ordinators on a day-to-day basis. The TM strives to meet targeted levels of productivity and efficiency, whilst ensuring compliance is maintained and developing on the professionalism of the Team.**

**We are looking for leader who can demonstrate the ability to operate in a fast-paced environment, doing this to a high standard and delivering exceptional service to our portfolio of clients. The position of TM requires successful candidates to be able to work autonomously but also in collaboration with the other Field Managers and the Senior Leadership Team (SLT) to ensure the objectives of the business are met and the culture and messaging delivered to the office teams is aligned with the rest of the business.**

**We’re looking for someone with good people management skills and strong leadership skills, with the ability to successfully engage and motivate teams to success. Alongside this, you’ll have an understanding of people processes and policies. We’ll also expect you to have the ability to review processes with an analytical mind-set and maintain a focus on continuous improvement.**

**Key responsibilities**

* **Day to day running of the office.**
* **Training within the team and keeping all personnel up to date with all business updates.**
* **Coaching within the team to ensure the highest standards are being met at all times and conducting monthly 1-2-1 reviews.**
* **Resourcing within the team, ensuring all work streams are covered daily and that leave is managed effectively.**
* **Daily support for the team to ensure any customer enquiries are managed timeously**
* **Ensuring processes are compliant and up to date and developing new processes when required**
* **Looking for innovative ways of working to maximise workload capacity.**
* **Implementation of KPI’s and measurement to agreed targets**
* **Responsible for the efficient distribution of work across your area taking into consideration employees skill levels and experience**
* **Management of individual performance and implementation of performance improvement plans**
* **Management of disciplinary and grievance matters**
* **Accountable for your team communications, ensuring all updates are received, understood and carried out**
* **Responsible for complaints within your area, ensuring they are closed down within agreed SLA’s**
* **Ensuring the high standards expected by our clients are delivered within agreed SLA’s**

**Specialist qualifications, skills and experience**

**• Previous experience of managing an office-based workforce**

**• Analytical and data driven**

**• Authoritative and strong character with people management skills**

**• Good understanding of the wider implications of success or failure on the business**

**• Great interpersonal skills that empowers customer relations as well as driving best practice**

**and proactive change for the better**

**• Be able to develop a team atmosphere through hard work, calmness and consistency**

**• Experience of office-based IT systems**

**• The ability to coach and develop others who are developing new skills and competencies**

**Diversity and equal opportunities**

Seeka, part of M Group Energy is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

Our commitment is to provide a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.

We want our employees to feel healthy and supported at home and at work, which is why we offer access to our employee assistance programmes as well as our Online GP Service, 24 hours a day, 365 days a year.

We are committed to tackling inequalities and creating a diverse and inclusive business and that starts from the moment you apply to join us.