



Technical Services Supervisor

Role Description:

In this role you will be responsible for the supervision of the team providing ongoing support of all systems supplied to our customers.

Taking ownership of the customer experience within the support process, you will lead, train and coordinate a team of highly skilled technical support engineers to offer industry-leading service and quality levels and to ensure that all team targets are met.

As an innovator, you will always be looking at how to improve our service offering, demonstrating communication, accountability, leadership and management at a high level to ensure customer satisfaction and delivery of company strategy and objectives through your team, in adherence to the company values.

Responsible to: Technical Services Manager

Responsible for: Technical Support Engineers

Key Results Areas:

Customer satisfaction with technical services
Technical call answer rate % by customer type

Key Responsibilities	Activities
<p><i>Lead your team to achieve company goals</i></p>	<ul style="list-style-type: none"> • Motivate and coach the team, keeping all team members engaged with our overall ambitions and goals • Drive a continual improvement culture within the team • Carry out the team members' regular 1-2-1s and performance reviews identifying whether individuals' motivators are being met and fulfilling any development needs to support them in their role • Ensure that all team members are trained on all products, services and legislation in line with a Training Plan, to maximise performance • Set objectives for everyone in the team in line with business priorities to ensure alignment • Define performance standards across all areas of the team • Monitor performance and workload management ensuring that all work is completed within targeted SLAs • Identify and deliver improvements to support the delivery of team goals and achieve target service levels • Build and maintain relationships with contractors and customers • Deliver technical services within the budget provided
<p><i>Contribute to Company Development</i></p>	<ul style="list-style-type: none"> • Actively improve customer satisfaction by answering incoming calls within target timeframe • Promote team alignment across the business, removing barriers to ensure that the customer is always kept at the centre of the decision-making process • Produce monthly reports for the Technical Services Manager that is forward focussed and identifying improvement activities • Be present with customers to understand how the services offered by your team can be improved

Our Values:

Integrity – Doing the right thing to make a difference.
Focus on honesty and quality

Diligence – Taking care to do things the right way.
Focus on detail, accuracy and consistent effort

Empowerment – The freedom to challenge, innovate and improve.
Focus on continuous improvement with enthusiasm

Nurture – Caring for our customers and colleagues.
Focus on relationships with genuine care

Other Duties:

The list of job duties within this description is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the post.

- To participate in the company's appraisal process
- To undertake relevant development and training
- To be responsible for the health and safety of self and others

Job descriptions will be reviewed regularly to ensure they are an accurate representation of the post.

Key Skills & Knowledge:

- Excellent levels of customer service
- Excellent understanding of our products and services
- Experience in a technical support capacity, preferably within the H&V or construction industry
- Experience in a leadership capacity
- Well-developed verbal and written communication
- Positive with a 'can do' attitude
- Ability to remain calm and methodical when working under pressure
- Confident decision maker
- Flexible and adaptable to meet the needs of the business
- Logical and methodical approach to identifying and resolving technical issues
- Independent self-starter, able to work remotely