



Interested in joining **Sycous**?



## Customer Service Team Leader

Company	Sycous Limited	Team	Support Delivery
Date Posted	April 2026	Mentor	Operations Delivery Manager
Start Date	ASAP	Role Type	Full Time/Permanent

### Role Overview

The purpose of this role is to provide leadership to the team of 10 to 14 customer coordinators. The team leader will assist the Operations Delivery Manager in providing leadership and coaching the team, organising team tasks, identifying strengths and areas for improvement within the team and maintaining robust relationships with our clients and industry partners.

We are looking for a champion of customer excellence, someone who is proactive and positive, someone who is a leader, and who can help to provide an amazing experience for our customers.



## Key Responsibilities

- Leading a team of Customer Coordinators. these teams will grow alongside business needs and company growth. You must lead by example and be both a knowledge-hub and a positive influence.
- Helping to maintain strong relationships with our Clients and Industry partners and attending regular catch-up meetings where required.
- Motivating and mentoring the team in their day-to-day activities, providing ad-hoc support where needed and implementing quality assurance processes.
- Coaching the team and help to develop necessary skills required for the team to go above and beyond expectations.
- Training our team of Customer Coordinators in multiple areas of the business and day-to-day procedures.
- Helping to onboard new team members by providing mentoring and training on areas of the business and the systems we use, which includes Zendesk, GoCardless and JobWatch. If you have prior experience in using any of these systems, that will be a great starting point.
- Assisting in the performance of probation reviews for the Customer Coordinators alongside the Operations Delivery Manager.
- Performing regular fast feedback sessions with the Customer Coordinators at an agreed frequency.
- Ensuring that team priorities and work outputs are completed on time, and in line with KPIs and month end processes.
- Completing KPI reports for the team to be submitted to the Operations Delivery Manager.
- Ensuring a high standard of service by regularly quality checking written correspondence and calls processed by the team and reporting any issues and root causes to the Operations Delivery Manager.
- Creating exception, unbilled and debt managements reports to be submitted to the Operations Delivery Manager.
- Monitoring credit control, billing and scheduling activities to ensure they are completed on time and accurately in line with agreed SLAs.
- Building strong relationships across the wider business, and external partners to ensure success and effectiveness of role, as well as being an initial point of escalation.
- Be the first point of escalation for residential & client complaints.
- Be 1st line of support for Customer Coordinators.

Working hours are full time between 08:00 and 20:00 (Monday to Friday) and 08:00 and 16:00 on Saturday. It is expected that working days would be fixed with the successful candidate and no regular changes to working patterns are expected.

## Competencies

- Ability to grasp and communicate functional/technical information to various levels of understanding
- A passion for engaging with people



- Ability to communicate and discuss opinions and experience effectively and collaboratively
- Confidence to express ideas as part of the team
- Interest in technology
- Analytical approach to work
- Strong organisational skills, and excellent attention to detail
- Creative thinking in approaching problems
- Some experience in project or product management would be advantageous

## Future Progression

Future progression is always available as the company grows and/or within other teams. We will work with you to help you grow your career by providing training and development and through personal development plans where suitable.

We are looking for a candidate who can really grow this role and make it their own and is invested in being part of and leading the support team long-term as it continues to grow alongside the business.

## Remuneration

Band: S3, Health Insurance, Pension Contribution, Health Cash Plan, Referral Program

## Location

Reporting office: Leeds.

Based: Leeds. Travel may be required for training or other support tasks in very limited circumstances with potential overnight stays.

## About Sycous

We are experts in supporting energy network operators with open protocol metering hardware, software, and services.

We have industry leading knowledge and expertise in open protocol metering and data collection equipment, a skilled team of engineers for installation and maintenance, and an unrivalled customer service team for client and consumer support.

We are also the developers of the UK's first cloud based, remote data collection administration software for use in the district heating and communal energy market.

We believe in a sustainable future with transparent and accessible data at the heart of it.

We champion both innovation and education, to help drive positive change in the world of metering and billing and help keep costs as low as possible for consumers.





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