



Interested in joining Sycous?



Customer Support Team Leader

Company	Sycous Limited	Team	Support Delivery
Date Posted	April 2024	Mentor	Charlotte Axe
Start Date	May 2024	Role Type	Permanent

Role Overview

Sycous provide innovative billing solutions for heat networks and district heating systems. On behalf of Heat Network Operators, we offer an end-to-end, market leading billing solution and consumer service solution. We provide a bespoke software solution for private utility networks, and full software support alongside.

The purpose of this role is to provide leadership to the team of 8 to 10 Customer Support Coordinators, including task specialists. The team leader will provide leadership and coaching to the team, organising team tasks, identifying strengths and areas for improvement within the team and maintaining robust relationships with our clients and industry partners.

You will work closely with our Support Delivery Manager, who will provide mentoring and support to enable you to develop and succeed in this and future roles.

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.

Working Hours

Working hours are full time between 12:00 and 20:00 (Tuesday to Friday) and 08:00 and 16:00 on Saturday. Working days would be fixed with the successful candidate and no regular changes to working patterns are expected.

Key Responsibilities

- You will be responsible for;
 - Leading a team of Customer Support Coordinators. This team 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 catch-up meetings, where required.
 - Maximising overall levels of service satisfaction and identifying positive actions that can be adopted more widely.
 - Motivating and mentoring the team in their day-to-day activities, providing ad-hoc support where needed and following 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 in multiple areas of the business and day-to-day procedures, as well as identifying and implementing improvements, where appropriate.
 - Helping to onboard new support team staff by providing mentoring and supporting their training on areas of the business and the systems we use.
 - Completing and providing support for probation meetings and regular performance and contribution reviews, at agreed frequencies.
 - Ensuring that team priorities and work outputs are completed on time, and in line with KPIs and company processes.
 - Completing KPI reports for the team to be submitted to the Support Delivery Manger.
 - Ensuring a high standard of service by regularly quality checking written correspondence and calls processed providing feedback and coaching, as well as following processes agreed with the Support Delivery Manager.
 - Monitoring credit control and billing 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.
 - Be the first point of escalation for feedback and escalations, taking a proactive role in their resolution.
 - Be 1st line of support for Customer Support Coordinators, maximising the productivity and retention across the team.

Competencies

- Required
- Excellent Customer Service
 - Attention to detail
 - Excellent communication, both verbal & written.
 - Familiarity with data entry software



- Ability to work well in a team
- Basic Mathematical skills
- Customer Support
- Task organisation
- Task management
- Computer literate including Microsoft Word and Excel
- Resolution focused
- Reliable
- Problem-solving abilities

Desirable

- SaaS support experience
- Remote technical support
- Customer Support Experience
- Utilities Experience
- Zendesk Experience

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 1 Health Insurance, Pension Contribution and Health Cash Plan.

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 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.

We live in the world of heat networks, where heat is centrally generated and distributed within a building or across a city, providing a more sustainable energy future.

People are at the heart of what we do. We value the contribution of every team member, encouraging and supporting their professional and personal development.

Alongside standard benefits, including 33 days holiday per year and company pensions, we provide private healthcare benefits, clear career paths and additional training opportunities to develop your future.



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