

Sky Outbound Team Leader

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Company: Domestic & General (D&G)

Location: United Kingdom

Category: other-general

Salary: £41,000 OTE

Contract: Permanent, full time with shift patterns between 9:30am-7pm, Mon-Fri

Location: Remote

Are you a highly, driven sales and people leader who has a passion for coaching and developing their teams to achieve fantastic results? Are you excited by a fast-paced and agile working environment where you can help us in our journey to achieve our vision to become a world class service organisation?

We are now excited to be recruiting Team Leaders for our sales ~~Skysed~~

Outbound department, which will be home based.

We have changed how we recruit and onboard, so your journey with us will now be fully virtual, giving you the flexibility but still the full engaging experience that you deserve.

This is a very exciting time to join us. Our future aim? To be a company that not only provides world class sales through customer service but also embodies a culture of high sales performance, digital capabilities, reward and recognition.

Here's what we can offer:

[REDACTED] passionate and dynamic leaders, with a proven track record of leading successful teams to consistently achieve high sales performance.

Competitive basic salaries for our Contact Centre Team Leaders

Uncapped bonus

A vibrant and diverse culture that celebrates success, with a focus on quality and

consistent high performance

Great progression and development opportunities within the contact centre and wider business

About You

Successful in this role, you will be able to:

Demonstrate capability of delivering sales targets whilst providing our customers with an excellent level of service and engaging your team

Target focused across all key metrics including team culture engagement scoring and customer NPS results

Collaborate with peers and key stakeholders to share knowledge and ideas across the business

Understand customer needs, with a focus on doing the right thing for our customers

Display role model behaviours when dealing with customer requirements

Focus the team on delivery and sales performance, identifying and improving through coaching areas of development

Be open to innovation, understanding the principles of change management and coaching others' through change

Manage the priorities of multiple activities and stakeholders, to meet diverse and sometimes conflicting deadlines

Maintain a clear focus on goal achievement, confronting problems, conflicts and obstacles

Stay focused under pressure whilst working effectively, remaining focused on sales performance during busy periods

Take responsibility to manage all people related issues, clearly communicating the expectations of agents

Proactively call listen, conduct 121s, team meetings and huddles; setting high sales and performance standards and can immediately respond, providing solutions

Understand the role employee engagement plays in commercial performance and workplace culture

Continuously strive to enhance the culture of the business, raising the bar with the team through engagement initiatives and effective communication

Show a passion, drive and capability to become a leader of leaders

The Role

██████████ will be home based, working 37.5hrs per week on a rotational shift pattern between 9:30am and 7pm, Monday - Friday.

Your team will consist of around 15 sales agents who make outbound calls to customers. You'll be supporting the team to ensure customers are provided with the most appropriate insurance protection solutions, balanced with a focus on hitting sales and people based KPI's, such as Sales Per Hour, Cross Sales, Productivity, Call Quality, people management/development.

Our passion, determination and ambition lead us to set ourselves more and more challenging targets, which means you'll be constantly striving to ensure we are optimising our culture and people.

Working for us, works for you:

██████████
Comprehensive training with clearly defined career progression opportunities

Regular incentives with amazing prizes to be won

Annual leave – 33 days annual leave (including bank holidays) with an annual option to buy up to 5 additional days of annual leave

Health cash plan – employer funded cover to enable you to claim money back on essential healthcare costs, including dental, optical, physiotherapy and many more. Cover also includes unlimited access to a 24/7 virtual GP service

Pension scheme – matched employer contributions up to 5% of basic salary

Life assurance – employer funded cover of 4x basic salary

Dedicated online benefit portal offering access to saving and lending facilities, financial wellbeing and support services:

Salary Finance – access to savings and borrowing through payroll

Car Leasing – access to a carbon neutral salary sacrifice car leasing scheme, with an all-inclusive monthly cost covering all charge, taxes, insurance, repairs and maintenance on a range of brand-new vehicles

Travel Loans – interest free loans to help spread the cost of annual travel tickets

Cycle to Work – tax efficient bike and cycling equipment worth up to £1,000

Health & Wellbeing – discounted gym membership, online virtual workout sessions, online culinary classes

OnHand – Giving you the opportunity to be an Eco & Social volunteer via a handy app. Volunteer individually or in groups to get involved in Youth Mentoring, Food Poverty, Homelessness & Elderly help.

Employee Assistance Programme – specialist advice and support on issues such as finance, relationships, illness and family issues

Free Domestic & General protection plan – one free plan each year with access to discounted rates of up to 50% on additional plans, including referrals for family and friends

Employee discounts – access to discounted Sky TV and mobile packages, together with a range of discounts for 100s of online and high street retailers

The culture at Domestic at General is creative, fast-moving and exciting as we're going through a period of transformational change where customers are at the heart of everything we do... do not miss out on an opportunity to progress your career,

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