

Processing Team Leader

Location: Priory Business Park, Bedford

Salary: £25,000 - £30,000

Hours: Full Time

The Company

Verifile Limited is the UK's leading provider of global CV verification and background screening services. We provide a comprehensive range of screening services to help our clients verify vital personal, professional and educational facts about each candidate, before making a recruitment decision.

Main purpose of role

- The Processing Team Leader will be responsible for the management of a team of 12 staff comprising of process agents and quality assurance analysts.
- The successful applicant will have demonstrable Team Leading experience in a Customer focused environment.
- The candidate will produce reports and a plan of action utilising Lean principals including Visual Management, Work Cells, Gemba, Value Streams Maps and Supplier Input Process Output Customer (SIPOC) to improve productivity, increase process efficiencies and reduce costs.
- The role holder will be responsible for setting the strategic direction, managing BAU Operations and driving the delivery of a Lean operational function.
- High quality Team Leadership will ensure clients are retained and new customers brought in to achieve our 2020 growth plans.

Experience / Qualifications

- Demonstrable experience as a Leader within a customer service environment
- 3-5 years' experience using Lean tools and techniques such as Operational Excellence
- Proven Operational Team Leadership experience to drive results and excellence
- The role holder will have proven experience of integration on project /change steps into existing or new operational processing functions.
- Strong time management, organisation and prioritisation skills in order to successfully meet deadlines and control own and others' workload
- Excellent interpersonal skills

The Rewards:

- On-site refreshment facilities including beans-to-cup coffee machines
- Company treats and events every month
- Employee led charity events
- Green open space with outdoor seating
- Environmentally friendly policies
- Free car parking
- Modern, spacious offices with air conditioning



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5 Franklin Court, Stannard Way,
Priory Business Park, Bedford, MK44 3JZ

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www.verifile.co.uk

Core Benefits:

- A competitive salary which will be reviewed annually
- 22 days paid holiday plus Bank Holiday, increasing to 25 days after 2 years of service
- Pension scheme (Auto-Enrolment)
- Exclusive perks and big discounts through Perk-box

Additional Benefits

- A super service reward scheme for 1 year, 3 years, 5 years, 10 years and even beyond. You can expect to choose from extra holidays, shopping and theatre vouchers, cleaner and gardener for a year and many other rewards
- To celebrate 1-year service you and a guest will be treated to a 3-course meal at a top local restaurant or an extra days holiday
- Employee referral scheme: receive £1,000 for introducing a new employee!
- Summer and Christmas events

* Please be made aware a full pre-employment background check is required for this position

** This ad is not intended to discriminate in anyway



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