

Team Leader

Location: Priory Business Park, Bedford

Salary: £30,000 - £33,000

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 Team Leader will be responsible for the provision of an efficient and pro-active customer service function using an operational excellence framework.
- 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.

Operational Leadership & Management – 50%

- Manage the performance and development of the team through customer focused measures and build engaged, well-motivated, high performing team(s).
- Improving the productivity of the work force through training, developing talent, technology enablement, process improvements and best practices.
- The role holder will manage the allocation of resources to ensure that Service Level Agreements (SLAs) are always achieved, resolving issues which will ensure that the business operates with maximum efficiency.
- Coach and Support colleagues to improve team performance and ensure procedures and relevant regulatory requirements/codes are met.
- Analyse data to understand type, frequency and variation in demand and processes and use information to identify improvement opportunities, standardise processes and drive improvement.
- Lead the Continuous Improvement culture, enable colleagues to own continuous improvement.

Operational Risk

- The role holder will be accountable for development, delivery and maintenance of an effective Operational Risk Control environment covering all aspects of business risks, audit/compliance issues/Root Cause Analysis (RCA) report management



ISO 57801
ISO 9001
ISO 14001



INVESTORS
IN PEOPLE | Silver
Until 2021

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

+44 (0)1234 339 339

www.verifile.co.uk

Change Management

- The role holder will be responsible for driving Operational impacting projects through their project lifecycle with the appropriate controls, project meetings and progress updates ensure each project is delivered to time, quality and cost.
- The role holder will ensure that the impact of change projects is successfully managed, working with the Technology team to support the successful implementation of change into the operations.

Personnel & Staff Management – 50%

- The role holder will be accountable for proficient management of staff performance, recruitment, development and promotion of individuals.
- Will provide coaching as necessary to ensure the team has the knowledge and awareness of regulatory, industry and process requirements.
- The role holder will demonstrate motivational and Leadership skills, building effective working relationships with team members, leading by example.
- The role holder will ensure business messages are effectively cascaded and clearly articulated to all staff.
- The role holder will hold regular team meetings and providing feedback and reviews.

Experience / Qualifications

- Demonstrable experience as a Leader within a customer service environment
- 1-5 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
- Logical and systematic approach
- Excellent interpersonal skills

The Rewards:

We are pleased to be able to offer our employees a wide range of facilities/services which help to provide a stimulating working environment:

- A diverse international community
- A stimulating, knowledge-based environment
- On-site refreshment facilities including beans-to-cup coffee machines
- Company treats and events every month
- Employees led charity events
- Big company Christmas party and other seasonal treats
- Green open space with outdoor seating
- Environmentally friendly policies
- Free car parking
- Modern, spacious offices with air conditioning

Core Benefits:

- A competitive salary which will be reviewed annually
- 23 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 Perkbox

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
- Employee referral scheme: receive £1,000 for introducing a new employee!
- Summer and Christmas events

Diversity

Through diversity, we aim to create a culture in which everyone can work together harmoniously with dignity and respect and realise their full potential.

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

** This ad is not intended to discriminate in anyway



ISO 57001
ISO 9001
ISO 14001



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

+44 (0)1234 339 339

www.verifile.co.uk