



## Job Details

**Title:** Team Lead  
**Reporting to:** Operations Manager  
**Location:** Limerick  
**Duration:** Permanent

## About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun. It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door - you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

## About the Role:

The Team Leader will be an experienced people manager who has tacit knowledge across operational, product and support processes.

The successful candidate will be responsible for leading a Customer Services Support Team, comprising of circa 20 direct reports. As Team Leader you are responsible for the end to end performance of your team. You will drive an atmosphere of "Can-Do" while working in a complimentary way to the existing Virgin Media lines of business in the customer care function.

This is a highly visible position that is critical to the company's operations, with direct accountability for daily operational performance and ongoing performance management, quality, and metrics across a multi-disciplined team who work across Care, Technical Support, Retentions, first line and second line activities.

The Team Leader has exceptional leadership skills, can lead change in through influencing and collaboration. Ready to work side-by-side with their team they motivate and mentor team members, and have the interpersonal ability to drive alignment across different functions and sites.

## The Person:

- Previous experience working in a customer service environment, in a leadership role for a minimum for 3 years, with end to end responsibility for customer service and customer retention
- Significant demonstrable experience in managing and driving performance and KPIs
- Working knowledge of how a network operates including overview of network operations, customer services and market trends
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- Demonstrable contact centre operational understanding, commercial awareness, change management and strong leadership capabilities in a single site environment
- Proven track record of stakeholder management and balancing business desires for information with operational demands and MI limitations
- Demonstrate a strong track record of problem solving and very strong analytical skill capability as you will be required to look at and find solutions for a variety of operations problems. Look at the difficulty - and fix it. Good timely decisions will need to be made on a regular basis
- Demonstrate ability to manage, motivate, and influence work & team behaviours. Proven history of driving operational efficiencies through the consistent performance management of a direct team, while also influencing a positive, innovative and engaging environment across a boarder multi-site department
- Demonstrable track record of creating a customer centric culture of Customer Experience within a team to provide exceptional experiences for customers & employees
- Proven ability to work under own initiative to make decisions that deliver results through others within tight timelines, service levels and to a consistently high standard
- Experience in delivering commercial growth & value creation through brand advocates on your team leading to consistent cross/up sell and customer retention
- Proven track record as a people manager with end to end responsible for the performance of a large team.
- Flexibility & Adaptability to the work place, and working hours

Join and you'll be part of the Virgin Media family. You can trust us to do the right thing by you. We're a great place to work – and we offer impressive benefits too. Get ready for a generous holiday allowance, contributory pension and of course, discounts on our fantastic mobile, broadband and cable.

Ready to TURN IT ON? Apply [jobs@virginmedia.ie](mailto:jobs@virginmedia.ie)

Not your ideal job? Visit our career page to view all of our other open vacancies; <http://www.virginmedia.ie/careers>

Virgin Media is an equal opportunities employer. Having a diverse workforce is critical to the success of our business.