

## Position description

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<b>Position title</b>	Capability Leader
<b>Group / Branch</b>	Customer & Community
<b>Reports to (Title)</b>	Operational Performance & Innovation Manager

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<b>Competency level</b>	Individual Contributor
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## Job Purpose

We help create a better world for our customers with forward-thinking water solutions, for all and always, that won't cost the earth. Our purpose of healthy water for life means bringing our customers the clean water they want, and safely managing the wastewater they don't. It also means thinking ahead, and doing what we need to do now, so that generations to come can rely on us too.

Reporting to the Operational Performance & Innovation Manager and forming part of our broader Customer and Community group, the role will contribute towards the delivery of our group vision; *'delighting our customers now and into the future'* and enhancing customer trust and reputation. These elements are critical to South East Water's success and are directly aligned with our five customer outcomes: Get the basics right, always. Make my experience better. Warn me, inform me. Fair and affordable for all. Support my community, protect our environment.

Our philosophy of building purposeful relationships with our customers, providing value now and into the future is underpinned by our Customer Interaction Framework. The Capability Leader will be responsible for providing dynamic expertise to the Customer Contact team, uplifting performance capability to deliver exceptional service and support achievement of the Customer Contact strategy outcomes.

## Key Accountabilities

### Operational Performance

To optimise and deliver a high level of operational performance, the Capability Leader will be responsible for:

- Leading the capability, quality and technical expertise functions ensuring plans are developed and implemented to deliver operational requirements

- Supporting the development of a Capability strategy which meets current and future capability requirements across the Customer Contact team.
- Leading the design, development and implementation of an engaging training program that successfully onboards all Customer Contact team members and complements the broader South East Water onboarding module. Training will encompass both customer experience philosophy as well as technical, channel and system training
- Facilitating training for Customer Contact new starters across Accounts and Faults ensuring our new recruits are set up for success and have the required skills, knowledge and confidence to service our customers
- Working collaboratively with Team Leaders to coordinate new starter intakes including training dates, training rooms and equipment
- Designing and implementing a Customer Contact skill enhancement program that enables team members to diversify their skills across all areas of the Customer Contact portfolio
- Taking ownership of the quality assessment framework ensuring a consistent approach is applied across all teams, performance is optimised and insights leveraged to drive future training and development needs
- Delivering quality assessment training and systematic checks across the quality function
- Leading the delivery of tailored one on one training as requested by team Leaders to support performance uplift for individual team members
- Establishing a comprehensive skill development and assessment program for technical leaders to maintain a high standard of technical knowledge and enhance coaching capabilities
- Providing complex technical support for the technical lead cohort as required
- Identifying opportunities to enhance existing processes and leverage automation to achieve the best customer experience, high employee engagement, drive cost efficiencies and encourage customer digital connectivity and self-service
- Establishing a best practice process framework that systematically designs and reviews processes be leveraging team and customer insights ensuring we continually evolve our service offering
- Implementing innovative approaches such as Knowledge Base to connect team members with real time support and information driving a positive experience for our customers and supporting achievement of our key performance indicators
- Working collaboratively with members across the broader Customer & Community group including Workforce Optimisation, Customer Resolutions and Customer Strategy, Insights & Experience to gather data and insights and distil these into meaningful actions to enhance team capability
- Leveraging new innovative training approaches to enhance the performance capability of our team to deliver exceptional service

## **Leadership**

To support our desired culture and achievement of our strategic objectives the Capability Leader will be responsible for:

- Leading the capability, quality and technical expertise functions to support enhanced performance across the Customer Contact team
- Actively contributing to a positive culture that promotes high performance, accountability and initiative
- Influencing and evolving the desired workplace culture, by consistently demonstrating South East Water's values
- Contributing to a culture of transparent and two way feedback and communication

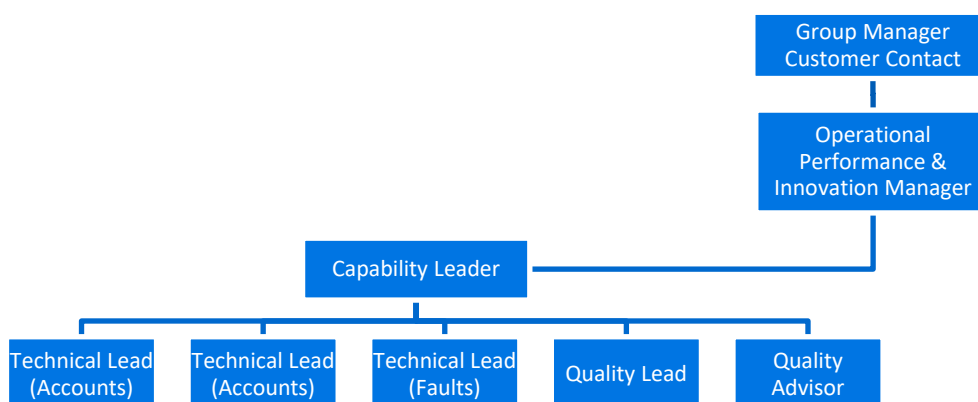
- Adopting a Safety First mindset by consistently demonstrating safe actions as well as proactively calling out unsafe behaviours

## Knowledge, Skills & Experience

- Certificate 4 in training and assessment highly regarded
- Minimum of five years experience in contact centres working across both voice and digital channels with an appreciation for highly technical contact centre environments
- Minimum of three years experience leading teams and leaders
- Previous experience developing capability, quality and technical support frameworks to meet current and future operational requirements
- An innovative mindset with natural agility and resilience that will allow you to navigate internal changes and challenges
- A passion for building capability and drawing the best out of team members through engaging training and development approaches
- Ability to leverage data and insights to enhance capability and a future focused mindset that embraces innovative approaches and technology
- A facilitation style that builds credibility, empowers learners and sparks enthusiasm
- Excellent organisational skills and the ability to manage multiple projects with stringent timelines. Previous project management experience would be ideal
- A customer centric approach and appreciation for the evolving nature of customer needs and expectations
- Previous experience in a learning or organisational development role would be highly regarded

## Dimensions

### Organisational Chart



### Number of people managed:

5 direct reports.

**Size of budget managed:**

N/A

**Value of Assets managed:**

N/A