



Job Title	Team Manager (Switchboard)
Job Overview	Rock Management Services Limited are looking for a new Team Manager to oversee the in-house switchboard team who provide telephone services to a number of clients, mainly within the legal industry. The Team Manager will also liaise with the team contact of our out-of-hours service based in India. This will include supporting management of the team in India and will on occasion mean working some irregular hours due to the time difference. This is a new role created due to the increased demand of our switchboard services and is a great new opportunity to get involved with the development of the services at a higher level. The team manager is responsible for the day-to-day running of the Switchboard Team (Reception) and out-of-hours team in India as well as assisting with providing switchboard services to the clients of RockMS.
Roles and Responsibilities	• Line manage the switchboard team which includes but is not limited to: ○ Reviewing team stats and feedbacking back to the team/individuals within the team. Address and work with individuals if targets/performance indicators are not being met; ○ Provide on-going and refresher training for the team where necessary. ○ Continuously look for improvement methods/processes to ensure the service provided is working as efficiently as possible. ○ Liaise with clients to obtain feedback and address concerns if necessary. ○ Providing pastoral care, support and building morale within the department. ○ Oversee holiday/absence levels: maintain records, ensure adequate staff availability during periods of holiday and sickness, reporting information where necessary, completing return to work interviews/ undertake absence management meetings if necessary. ○ Undertake appraisals: ensuring appraisals take place during the probationary process and annually, following up on action points raised.

	○ Assist with recruitment. ○ Carry out personal risk assessments where necessary with employees. ○ If appropriate, assist with formal processes such as disciplinaries, grievances and performance management ○ Any other ad-hoc management job as required. • Initially cover the switchboard, answering all incoming telephone calls in a timely manner to gain insight into the role and better lead the team. • Assisting in taking calls when staff are on leave where possible. • Liaising with the Team Leader in charge of the Admin Team in India and providing management support as required • Ensuring teams in the UK are aware of any changes to that team that affect them • Processing and authorising team expenses if applicable • Organising and hosting regular team meetings, including taking notes. • Reporting monthly analysis of calls and ratios answered by the Team to management for review. • Stationery orders; reviewing and ordering when required • Assisting with the organisation of Christmas rota and events e.g. Christmas parties;
Person Specification	• Experience of working with people and people management • Outgoing, organised and confident with excellent communication skills (both verbal and written). • The ability to work within a high pressure, high workload environments and to tight deadlines • Proactive and able to develop good working relationships with internal and external contacts. • Must be able to multi-task and prioritise work. • Be computer literate with experience of using Microsoft Office packages. • Adaptability and flexibility to change • A positive "can-do" attitude • Good team work ethics but also able to work independently



	• Strong administration skills and attention to detail • Reliability and discretion • Excellent problem-solving skills
Salary	£30,000 - £33,000 per annum depending on experience.
Working hours	9:00am to 5pm, with one hour for lunch Monday – Friday, some flexibility is required to assist with management of team in India
Job type	Permanent – Hybrid. Ideally candidates will be within commuting distance to either our Oxford or Reading office.
Closing date	We reserve the right to amend the closing date or withdraw the advert without notice prior to the closing date.
Why work for Rock MS?	We are a forward thinking, dynamic company, who put their clients and employees first. We are a fun and flexible firm with good opportunities for development and career progression. We expect a lot from our employees but in return we offer: • The ability to earn up to 30 days of holiday with years of service (standard holiday packages start at 21 days plus all bank holidays); • Additional paid day off on your birthday. • Ability to purchase a further 5 days of holiday each year. • Discretionary additional holiday days given at Christmas (up to a maximum of 2 days) • Flexible working schemes available to all employees. • Private medical health care with the option to add optical and dental care. • Discounted gym memberships. • Fresh fruit baskets in each office on a weekly basis. • Cycle to work scheme. • Unlimited access to online based training. • Employee assistance programme with access to physical, mental and emotional health advice & webinars, wellbeing videos and programmes, online counselling & mini health checks.
How to apply?	If you are interested in this position, or would like further information, please email recruitment@rockms.co.uk with the job title clearly stated in the subject line.