

Day in the Life: Case Team Leader

Start of
the day



You start the day by resource planning for the following week, collaborating with other case team leaders to manage that week's resources and review individual workloads.



Cross-team assistance is needed when the Customer Focused team leader approaches you for help with phone cover over lunch, as a number of their staff are off sick. This is arranged within the resources of your team, and communicated to the wider team.



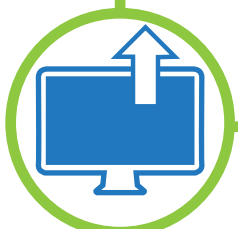
A team member comes to you with a business rate enquiry regarding the new legislation change, so you signpost them to the relevant specialist.



One to one's are held with a team member, as they are keen to contribute more and progress within the team. You take on a coaching role to help them develop and upskill.



You have an arranged meeting with a specialist regarding a change in legislation and procedure where you work together to identify process, scripts and website changes. You assist with the guidance notes for that area of specialism to ensure this is shared across the team to widen their knowledge.



Review the skills matrix for the team to identify skill gaps and look for opportunities to develop and upskill within teams, and encourage knowledge sharing. You plan this with other team leaders, and review performance reports to ensure self-serve is becoming standard and the new ways of working are being embedded.

End of
the day