

## **Team Leader – Property Management**

**Love customers, love people and results focused  
Join us – and we'll bring it all together**

### **SDL Property Management**

**Birmingham**

#### **What we do**

SDL delivers national coverage across the board, in surveying, financial services, auctions, property management, lettings and estate agency. In all areas, our revolutionary spirit has the customer at its heart. Within Property Management we provide estate, leaseholder and commercial property management services as well as private rental and build-to-rent services and a unique franchise scheme for property management. Never afraid to do things differently, we are constantly evolving our services in response to customer needs and market opportunities, introducing improvements and innovations that are helping to shape the future of our industry.

#### **What we care about**

Revolutionising our customers' experience is what drives us each and every day at SDL. We thrive on shaking up the industry and doing what it takes to make customers' lives easier and better. Because they deserve more and we want to bring it alive for them.

We believe our greatest asset is our people and by empowering them to make a difference our people can become the best they can be.

#### **Your life as the Operations Team Leader**

You'll walk into work with a thirst for loving our customers by ensuring that you motivate your team to pick up every call and just fix it. Your team will be the first point of contact for our customers that need help. You'll review every day's performance looking at how you can make it better. By leading your team you'll develop and inspire them to be the best they can be. You'll create training opportunities and coach them to learn new skills and to progress. You'll be results focused wanting to create an amazing team of people to help revolutionise the market.

*Love* OUR  
CUSTOMERS

*DARE* TO BE  
DIFFERENT

MAKE IT  
BETTER

### **What you'll do**

- \* Lead the Property Assistants ensuring our level of customer service is just awesome!
- \* Inspiring your team by coaching, mentoring enabling them to become the best they can be
- \* See every complaint as an opportunity to make things better
- \* Work in a powerful partnership with the Property Managers to ensure the team are owning and fixing and escalating customers only where necessary
- \* Be alive to what you can do to help your teams meet their KPIs and drive improvements
- \* Bring the company values to life by looking out for opportunities to spot great role model behaviour from your team
- \* Bring your whole self to work, bring everything you've got to the party – dare to be different

### **Who we're looking for**

We're looking for someone who has passion, someone who can just grab a team and help lead them to deliver what they never thought possible. With the zest and desire to make a difference every day. Always looking for the positive, always looking to make things better.

- \* Team Leader in a call centre or customer service role or property management experience
- \* A desire to develop astonishingly good customer service
- \* Great leadership and people management skills with a genuine desire to grow their people
- \* A natural capacity to use their initiative, solve problems and fix things
- \* Excellent communication and interpersonal skills
- \* Innovator with a positive “can do” attitude and a positive attitude to change.
- \* Ability to juggle conflicting demands ensuring key priorities and deadlines are met
- \* The clear thinking and confidence to influence others and make good business decisions
- \* Experience of managing relationships with internal and external stakeholders
- \* The kind of flexible, positive attitude that makes for great service and teamwork

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- \* The honesty and integrity to build personal trust and brand reputation
- \* A desire to get the detail right every time
- \* Eligibility to work in the UK and everything it takes to successfully complete pre-employment screening.

### **How to apply**

Write an email telling us why this job's got your name on it. Attach your CV. Press send.

[recruitment@sdlgroup.co.uk](mailto:recruitment@sdlgroup.co.uk)

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