



Example of Delivery Team Leader Job Description

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Our growing company is looking for a delivery team leader. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for delivery team leader

- Support the Service Delivery Manager in the smooth and efficient day to day running of the department
- Prepare and conduct employee performance reviews and handle employee relations issues
- Develop and implement Key Performance Indicators for direct reports
- Ensure all individual members of the team are meeting both internal and external SLA's for quality, accuracy, productivity and revenue
- Communication of strategies and thoroughly supported action plans with relevant training as required
- Monitor and evaluate the effectiveness of training courses (customer satisfaction, customer and trainers' feedback...)
- Recommends necessary revisions to existing training courses and possible functional areas requiring training
- Manage pre and post course management activities
- Use the established evaluation process to ensure the continuing relevance of training to business needs
- Plan corrective actions as per required with the objective of increasing customer satisfaction and loyalty

Qualifications for delivery team leader

- You will have a relevant degree and will be a Chartered Engineer or will be working towards an appropriate Chartered status with membership of a professional institution

- Must have extensive knowledge and skills in all areas of customer service policies, processes and procedures
- Must have significant experience in a senior customer service (Tier 3) function
- Presentable, flexible with a desire to succeed
- Adapts well to and is energized by change whilst maintaining focus on key business goals and personal objectives