

Employer – J2 Research

Vacancy – Trainee Team Leader

Working pattern and contracted hours – 37 hours a week (Mon-Fri 09:00-20:00, shifts are during these hours over 4 days. Possible overtime on Saturdays)

Number of vacancies - 1

Job summary

J2 Research operates exclusively within the education sector, helping institutions to achieve specific objectives in the 16-19, HE, Adult and Employer markets through telephone surveys. We use our expertise to help advise our clients on the most appropriate questions and type of survey, to ensure we help them reach their objectives.

We pride ourselves on strong client relationships and being responsive to our clients' needs. All our employees must ensure an excellent service to our clients to provide accurate and detailed results.

This is an exciting opportunity within an expanding and dynamic company for a motivated individual looking to further their career and support the growth of the business.

As a trainee team leader, you will be given the opportunity to work and upskill alongside the Outbound Team Manager and tele researcher agents. You will be required to call handle to support the business and allow yourself to gain a good understanding of the different surveys we deliver. Through this understanding you will be able to assist the Team Manager in Quality Assessments and delivery of feedback and coaching.

You will gain skills in pulling daily reports and analysing data for trends to aid performance management and results.

It will be key for you to be able to motivate and drive the team to achieve targets, it is imperative that you are able to lead by example in a professional and business-like manner.

Essential Skills, experience and qualifications:

- Strong, effective and efficient communication skills

- Excellent attention to detail
- Collaboration as part of team to support growth of the business
- Maintain a professional and business-like approach
- Possess a strong work ethic and passion about your work
- Demonstrate a positive and can-do attitude
- Able to deliver results and target driven
- Proficiency in Microsoft Excel with a desire to improve to a higher level
- Excellent time management and organisational skills
- Display resilience in a high-pressured environment
- A drive for self-improvement
- Open to learning new skills to aid leading a team
- A proactive approach to innovation