

Team Leader
Salary Range and CPF Banding: £29,925 (B4)
Reports to: Head of Individual Services
Terms/Hours: Perm, Full-Time
Location: Cheltenham, Hybrid (initially office-based during training)
Direct reports: Yes
Department: Individual Services Group (ISG)
Date Reviewed: 16/02/23



About Ecctis:

At Ecctis, our vision is to be the acknowledged global leader in the international qualifications and recognition arena. Our mission is to be the preferred source of expert advice on the recognition and comparability of qualifications and skills internationally, building on our advanced research and our established knowledge and experience of education systems across the world. Ecctis delivers a wide range of services, products, and projects in the field of international education. We help make sense of international qualifications and support a range of clients including individuals, universities, and colleges, awarding bodies and government ministries.

The work is varied, and the atmosphere is enthusiastic, collegial, and supportive. There are opportunities to develop specialisms and to lead research and training for countries and regions.

Purpose of Role:

The Team Leader is responsible for the day-to-day delivery of our services, assigning the daily workload and providing regular support and guidance to the team. In addition, they manage a small team of colleagues in the Individual Services Group, providing mentoring and regular, constructive feedback via regular catch-ups and more formal reviews.

The area/team of specialisation may differ according to the Team Leader's skills, experience and group needs, across the Evaluations Team, Sectoral Team, and/or the Enquiry Services Centre (ESC).

Key responsibilities:

People management

- Managing a small team of people, fostering professional development
- Setting clear and measurable objectives for their team, stretching individual performance
- Delivering proactive performance management to their team – including 1:1s, performance appraisals, training and coaching; and ensuring the team is up-skilled/cross-skilled to support the wider team
- Working in collaboration with other Team Leaders and Managers to ensure consistency in approaches to line management
- Making decisions in line with company policy and priorities
- Completing all administrative tasks associated with line management, such as processing leave requests and return to work interviews, etc.
- Leading by example, shows personal enthusiasm and support for and understanding of organisational objectives and goals – acting as an effective role model for the team



Workload management and enquiry handling

- Regularly carrying out the assigning of daily workload to the wider team, ensuring SLAs are maintained
- Proactively reviewing the team's workload and resource capacity on a regular basis, flagging any concerns to Managers and Heads of Group
- Effectively motivating the team at both an individual and group level
- Seeking to find efficiencies and improvements in the way we work, presenting their ideas and solutions to Managers
- Effectively dealing with daily issues or complex situations which may occur, such as IT issues or unexpected resource gaps in the team
- Completing core workload such as message responses or reviewing applications, especially during busier periods or resourcing pinch points
- Taking responsibility for handling escalations, and more complicated evaluation cases or applications.

Quality assurance and training

- Supporting the Quality Manager with the delivery of our quality assurance processes (e.g. spot-checking, call assessments)
- Delivering training according to individual and group needs
- Responsible for the coordination, and where possible delivery, of new starter training.

Skills required:

- Strong time management and organisational skills, with the ability to effectively manage their own and the team's workload, to meet deadlines and manage changing priorities
- Ability to collaborate and add valuable input to ISG management discussions and initiatives
- Excellent interpersonal, verbal and written communication skills
- Ability to motivate at an individual and team level, and adapt their management and training styles accordingly
- Strong analytical and decision-making skills
- Ability to effectively identify and handle complex performance and behavioural issues
- Excellent attention to detail
- Highly IT literate, particularly in Word, Outlook, Excel, and creating reporting

Person specification:

- Solutions-oriented, deals with challenges head on, seeing them through to resolution
- Ability to work autonomously, with demonstratable confidence with having tricky conversations and managing people
- Strives for continuous improvement, using feedback as a positive tool for change
- Driven by, demonstrates and proactively promotes our company values, actively demonstrates attitudes and behaviours that align with the values
- Friendly and approachable
- A can-do attitude, flexible and able to adapt to changing priorities within a fast-paced environment
- Passionate about excellent service delivery and customer service
- Driven by improvements in others through coaching and mentoring
- Confident decision-maker, able to show empathy whilst also remaining pragmatic and adhering to company policies

Education and Qualifications:

- Degree level qualification, comparable to Bachelor degree standard in the UK
- Leadership and Management training (desired)



Employee Benefits

- 25 days annual leave plus bank holidays, as well as an additional day off given between Christmas and New Year
- Company Pension scheme (the Company will match employee contributions up to a maximum of 6% of basic salary in the first year. Then the scheme becomes non-contributory with employer contributions of 10% leading to 20% based on years' service)
- Life assurance of 3 x basic salary for members of the pension scheme
- Bupa Private Health Care Scheme with employee contribution
- Enhanced maternity pay with years of service.
- Employee Assistance Programme
- Annual discretionary performance-related bonus scheme (Pro-rata for part-time employees)
- Cycle to Work Scheme
- Swapping of 3 bank holidays (Good Friday, Early May Bank Holiday, August Bank Holiday) to be taken on a cultural or religious date of significance
- Extra day of annual leave with 5 years' service (pro-rata for part-time workers)
- Employee Ownership Trust:
 - As an Employee Ownership Trust, we do things a little differently from some other organisations. Every one of our employees has a voice and our people are highly motivated and committed. Our structure allows for our combined success as an organisation to be shared equitably across the Company. The trust is indirect, meaning that eligible employees are not shareholders directly, however they are held 'in-trust' by the Trust's Board of Directors.
 - The Employee Ownership Trust allows for a yearly tax-free bonus that is in addition to performance related bonuses to be paid to all eligible employees – dependant on the company's annual performance.
 - Eligible employees: Employees must be employed for 6 months before being an eligible beneficiary of the Trust.

EDI Statement:

Ecctis Ltd is committed to fostering a culture of inclusivity and connectedness. The core of our work involves working internationally with individuals all over the globe with different backgrounds. In recruiting for our organisation, Ecctis Ltd is an Equal Opportunities Employer, and welcomes the unique contributions you can bring; therefore, we specifically welcome applicants of all backgrounds, regardless of race (including colour, nationality, and ethnic or national origin), sex or gender, gender reassignment, sexual orientation, religion or belief, age, marriage or civil partnership, pregnancy and maternity, or disability.

Please note: All applicants must hold a current permit or visa showing their right to work in the UK.

To apply: Email your CV and covering letter to recruitment@ecctis.com

This role profile sets out the scope and main duties of the post at the date when the role was created or last reviewed. Such details may vary on occasion without changing the overall scope of the role or level of responsibility required. This role profile is intended to give an overall indication of the duties and responsibilities of this role but is not exhaustive and the job holder may be asked to perform other duties, which reasonably align with the general remits of their role and level of responsibility.

Our values in practice:

Respectful: We value differences, treat everyone with respect, and build trust by fostering a fair and inclusive culture.

Ambitious: We are ambitious and enthusiastic in our approach to finding solutions.

Creative: We encourage a balance of bold, creative, and innovative thinking, built on our experience and learnings.

Dynamic: We evolve in our dynamic industry by using our expertise to create opportunities and champion continuous improvement.

Engaging: We grow by engaging professionally and responsibly with each other, by being receptive to feedback, and making