

TEAM MANAGER HSH SKILLS MATRIX

	D1	D2	D3	D4
Coaching	<ul style="list-style-type: none"> ➤ 1-1 Training ➤ Giving positive feedback ➤ Giving constructive feedback ➤ TSA D1-D4 grade setting and checking 	<ul style="list-style-type: none"> ➤ Construction of development plans for potential STSA's ➤ PSE D1-D4 grade setting and checking 	<ul style="list-style-type: none"> ➤ Construction of development plans for potential TM's 	
IIP	<ul style="list-style-type: none"> ➤ Setting Objectives ➤ Review Objectives ➤ Conducting a quarterly review ➤ PLP completion ➤ Knowledge of pre appraisal & self assessment form 	<ul style="list-style-type: none"> ➤ Creating agent specific objectives ➤ Conducting an annual appraisal ➤ PAC setting 	<ul style="list-style-type: none"> ➤ Ensure effective employee development and improved satisfaction 	<ul style="list-style-type: none"> ➤ Succession planning across ALL roles ➤ Attendance & completion of all relevant courses within the Management Academy
Interview & Selection	<ul style="list-style-type: none"> ➤ CV Reviewing ➤ Telephone Interviews 	<ul style="list-style-type: none"> ➤ Face to face interviews ➤ RAR completion ➤ Form 1 Completion ➤ Identify and form relationship with recruitment consultant ➤ Transform completion 	<ul style="list-style-type: none"> ➤ TAC Assessment ➤ PSE Assessment 	<ul style="list-style-type: none"> ➤ Ability to assess potential TM's on assessment days ➤ Ability to contribute to interviews for potential TM's if required ➤ TM assessment
Communication	<ul style="list-style-type: none"> ➤ Good command of vocabulary and business terminology 	<ul style="list-style-type: none"> ➤ Confident in expressing opinions ➤ Ability to 'hold one's own' in internal meetings ➤ Awareness of body language displayed during oral communications ➤ Understanding of e-mail etiquette 	<ul style="list-style-type: none"> ➤ Ability to communicate strategy and change clearly at all levels ➤ Confident in producing documentation ➤ Ability to provide written reports of any nature as necessary 	<ul style="list-style-type: none"> ➤ Able to construct & publish working policies & procedures both internally & externally ➤ Able to confidently converse at all levels
General Management	<ul style="list-style-type: none"> ➤ Leaver Form completion ➤ Basic knowledge of Health and Safety at work ➤ Knowledge of the different HR roles ➤ Knowledge of Occupational Health role ➤ Knowledge of EAP – How can they help ➤ Basic Fujitsu knowledge (Cafevik etc, ISD news letter etc.) ➤ Attended Desk induction 	<ul style="list-style-type: none"> ➤ Knowledge of Union Reps, their roles and responsibilities, rights and limits ➤ Agenda setting for meetings ➤ Minute taking for meetings ➤ Knowledge of European Helpdesks and other contracts ➤ Understand Business Continuity and Disaster Recovery plans 	<ul style="list-style-type: none"> ➤ Deputising for Operations Manager during leave/ absence etc. ➤ Chairing meetings at various levels ➤ Basic desk financial awareness (desk costs etc) ➤ Knowledge of global Fujitsu market position ➤ Ownership of Business Continuity and Disaster Recovery plans 	<ul style="list-style-type: none"> ➤ Attending OSR's ➤ Demonstrate one desk philosophy ➤ Financial awareness of full desk & people costs
Service Management	<ul style="list-style-type: none"> ➤ Knowledge of all contractual SLA's ➤ Complaint process ➤ Knowledge of key SDU's (SMC, UKSS etc.) ➤ Actively maintains an 	<ul style="list-style-type: none"> ➤ Understanding of the change proposal process ➤ Understanding of service management set-up and organisational sensitivity ➤ Understanding NBSC set-up 	<ul style="list-style-type: none"> ➤ In depth contractual awareness ➤ In Depth understanding of new business and opportunities for the future ➤ Attending NBSC meetings ➤ Attending UKSS engineering forum 	<ul style="list-style-type: none"> ➤ Complete understanding of business and service delivery, can provide strategic direction ➤ Enhance and improve Customer Service

	<ul style="list-style-type: none"> ➤ understanding of the frontline work 	<ul style="list-style-type: none"> ➤ and interface agreement ➤ Understands key desk documentation (Call Enquiry Matrix etc.) ➤ Maintains awareness of business changes which impact the desk ➤ Understanding of ITIL, CSLC and MSC ➤ Ability to manage SIP 	<ul style="list-style-type: none"> ➤ Contributes to process definition and improvement ➤ Ability to act as SPOC / problem manager for client issues 	<ul style="list-style-type: none"> ➤ Build strong and positive relationships with Service Management, SDU's suppliers
Team Management	<ul style="list-style-type: none"> ➤ Team Meetings/briefings ➤ Ability to manage attendance & punctuality 	<ul style="list-style-type: none"> ➤ Team motivation 	<ul style="list-style-type: none"> ➤ 360 degree feedback 	
Time Management	<ul style="list-style-type: none"> ➤ Agents scheduling ➤ Daily duties ➤ Prioritisation 	<ul style="list-style-type: none"> ➤ Agent resourcing ➤ Working to deadlines 	<ul style="list-style-type: none"> ➤ Rota construction using preferred tools sets (Hills B / Blue pumpkin) 	
Discipline Management	<ul style="list-style-type: none"> ➤ Basic understanding of the Conduct policy ➤ Basic understanding of the capability policy ➤ Basic understanding of Unions rights and involvement in discipline issues 	<ul style="list-style-type: none"> ➤ Full understanding of the Conduct policy ➤ Full understanding of the capability policy ➤ Construction and setting of Personal Improvement Plans 	<ul style="list-style-type: none"> ➤ Ability to conduct any stage of the disciplinary procedure in conjunction with HR (where appropriate) 	<ul style="list-style-type: none"> ➤ Awareness of the Industrial Tribunal process
Technical	<ul style="list-style-type: none"> ➤ Basic skills in Microsoft Office suite ➤ Basic use of Powerhelp ➤ Basic knowledge of Riposte ➤ Escalation route for issues, call logging 7799 for all technical issues including telephony 	<ul style="list-style-type: none"> ➤ Intermediate knowledge of PowerPoint. 	<ul style="list-style-type: none"> ➤ Knowledge of Comms rooms and equipment within (where appropriate) ➤ Ability to manage Powerhelp menu's 	
Presentation	<ul style="list-style-type: none"> ➤ Basic Presentation skills ➤ Use of OHP / Projector 	<ul style="list-style-type: none"> ➤ Able to present to any internal staff 	<ul style="list-style-type: none"> ➤ Present at TM / OPS level and above ➤ Conduct Customer and Visitor tours of operation 	<ul style="list-style-type: none"> ➤ Personal conduct to generate a positive image within the business ➤ Able to present at SMT level and above
Projects	<ul style="list-style-type: none"> ➤ Basic understanding of S&R ➤ Basic understanding of QMS ➤ Understanding the role of the ITT team ➤ Basic understanding of MIS ➤ Knowledge of Project Pipeline 	<ul style="list-style-type: none"> ➤ In-depth knowledge of one of the HSH projects ➤ Buddying with TM's from other sites, sharing knowledge, visiting etc. ➤ Own an element of S&R 	<ul style="list-style-type: none"> ➤ In depth knowledge of all projects ➤ Present at any level regarding one of the projects ➤ Own the desk S&R and provide strategic recommendations from the data. 	<ul style="list-style-type: none"> ➤ Produce S&R case study with proven results.
Reporting	<ul style="list-style-type: none"> ➤ Basic understanding of monthly reports ➤ Basic understanding of the GRT ➤ Creation and understanding KPI's 	<ul style="list-style-type: none"> ➤ Ability to complete monthly reports ➤ Creating and running tailored reports ➤ Confidence in recommending 	<ul style="list-style-type: none"> ➤ Training others on the use of the GRT ➤ Changing wallboards ➤ Ability to train others in completion of monthly reports 	<ul style="list-style-type: none"> ➤ Able to construct & publish working policies & procedures both internally & externally

	➤ The ability to use Autostat	➤ resource increase, decrease, or reprofiling based on data	➤ Attend EOM meetings ➤ Ability to assess potential impact of new or changing business on resource levels, and to take appropriate action	
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