

Senior Relationship Advisor

Job Description

Pod: Relationships

Stem: Customer Services

Reports to: Contact Centre Manager

Direct reports: Relationship Advisor



Red Kite's Expectations

As a Supervisor, you'll lead a team of Relationship Advisors to deliver a high-performing, multi-channel contact centre experience. You'll be responsible for day-to-day team management, performance monitoring, coaching, and service improvement. This role is ideal for someone who thrives in a fast-paced environment, is passionate about customer service, and can inspire others to deliver excellence across all customer touchpoints.

Key Responsibilities

- Manage and supervise a team of Relationship Advisors, ensuring service demands are met across all channels.
- Monitor team performance using KPIs and a shared framework, taking action to address underperformance and celebrate success.
- Resolve escalated enquiries and ensure high standards across calls, emails, face-to-face, social media, and web-chat.
- Plan and delegate workloads to balance front-of-house and administrative tasks.
- Coach and support team members, set personal objectives, and deliver training for new starters.
- Ensure compliance with policies, procedures, and customer confidentiality regulations.
- Collaborate with the Contact Centre Manager to develop and implement service improvement plans.
- Promote tenant and leaseholder involvement in shaping contact centre services.
- Build effective relationships with internal teams to enhance first contact resolution.
- Support the wellbeing of your team and encourage use of support services.
- Contribute to quality assurance programmes and monitor customer satisfaction.
- Compile and present performance reports to management.
- Maintain up-to-date knowledge of business services and sector best practices.
- Support out-of-hours service delivery and ensure consistent service quality.

Our essentials

- Passionate about customer service and relationship management.
- Infectious 'can do' attitude that motivates and inspires your team.
- Highly organised and committed to delivering excellent service.
- Self-reliant, flexible, and forward-thinking with strong delegation skills.

- Comfortable giving and receiving feedback for continuous improvement.
- Strong relationship builder with internal and external stakeholders.
- Able to work independently and take initiative in complex situations.
- Logical and structured thinker who knows when to seek support.

Added extras

- Proven ability to build and maintain excellent working relationships across teams and with customers.
- Experience in management and supervision, with a clear understanding of best practices.
- Expertise in customer contact, with the ability to bring procedures to life through tone, body language, and proactive attitude.

Qualifications, Skills & Experience

- Excellent written and verbal communication skills.
 - Ability to handle pressure and prioritise conflicting tasks effectively.
 - Skilled at motivating and coaching teams, with awareness of leadership style.
 - Detail-oriented, confident, and highly organised in a busy environment.
 - Creative thinker who seeks innovative approaches to service delivery.
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