Support Team Leader

Support Team

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1 DOCUMENT CONTROL

1.1 Distribution List

Name	Role	Representing
Employees		Cirrus

1.2 Change control

The document and its associated procedures, templates and diagrams are created and maintained by the Cirrus Team. When a change must be made, the Cirrus team will record and agree the change with the team manager and a note will inform all in the distribution list that a change has occurred. The Cirrus team will periodically update this document to reflect agreed changes.

The issue level of this document is indicated by a 2-part issue number consisting of a major issue number and a minor revision number (m.n). Major revisions to the document are identified by a minor revision number zero (1.0, 2.0, etc.). Draft issues are indicated by an alphabetic revision level (e.g. 0a, 0b, etc. or 1.0a, 1.0b etc. or 1.1a, 1.1b etc.). The alphabetic revision level reflects the progress of the document through draft stages. Once a draft revision has been reviewed and approved for issue at a minor or major revision level, the document is created at that revision level and approvals recorded.

1.3 Amendment Record

Version	Date	Status	Comments
2.2	16/11/2026	Issued	

2 JOB DESCRIPTION

2.1 Job details

Founded in 2013, Cirrus is a CX-AI transformation partner helping organisations improve how they manage customer/citizen experience.

- **Team:** Support Team within Customer Operations
- **Reports to:** Operations Director
- **Core Team Interaction:** Support Team – approximately 5
- **Location:** Office (minimum 2 days per week) & home based

2.2 Role Profile

The Support Team Leader is responsible for the effective day-to-day operation of the Cirrus Support Team, providing hands-on active support, technical guidance and operational coordination to the Support Team.

The role acts as the primary day-to-day escalation point for complex technical issues and customer cases, ensuring incidents are appropriately prioritised, progressed and communicated.

Working closely with the Operations Director, the Team Leader ensures the team delivers a consistently high standard of customer service while developing the technical capability and knowledge of individual team members.

This is a hands-on operational and co-ordination role. The Team Leader will remain actively involved in complex cases and incidents while coordinating the workload and activities of the wider Support Team. Occasional working out of core hours will be required to support out of hours release oversight or incident resolution.

Overall team management remains with the Operations Director.

You will:

- Act as the day-to-day operational lead for the Support Team.
- Be the team's first point of escalation for complex technical cases.
- Support complex escalations and 3rd-line remediation.
- Coordinate workload, priorities and case progression across the team.
- Provide technical coaching and support to Support Team members.
- Support the induction and technical development of new team members.
- Ensure customers, partners and colleagues receive consistently high-quality support.
- Work with peers and suppliers to progress complex incidents and escalations.
- Escalate significant service, customer, resource or performance issues to the Operations Director.

2.3 Scope of the Role

The Team Leader is responsible for day-to-day operations, service delivery and technical supervision of the Support Team.

Overall Support strategy, organisational design, resource planning, service governance, KPI framework, strategic supplier management and overall departmental performance remain accountable to the Operations Director.

2.4 Responsibilities

2.4.1 Technical Capabilities

- Maintain strong working knowledge of the Cirrus and NiCE product suites and the interaction between relevant platforms and technologies.
- Provide technical guidance to Support Team members.
- Assist with diagnosis and resolution of technically complex cases.
- Identify recurring technical issues and ensure relevant knowledge is captured and shared.

2.4.2 Day to Day Service Delivery

- Coordinate the daily workload and priorities of the Support Team.
- Monitor support queues and ensure cases are appropriately triaged, owned and progressed.
- Encourage telephone and personalised customer engagement where this will improve resolution.
- Act as the first escalation point for Support Team members.
- Take direct ownership of complex or escalated cases where appropriate.
- Liaise with third-party technical teams and suppliers to progress incidents.
- Ensure appropriate communication and case updates are maintained.
- Identify cases or service issues requiring escalation to the Operations Director.

2.4.3 Incident Management

- Provide operational and technical leadership during P1 and major incidents.
- Deputise for Ops Director if needed during incidents.
- Coordinate Support Team activity during incidents and lead the comms process/tools.
- Ensure appropriate technical resources and suppliers are engaged.
- Maintain accurate incident information and customer communication.
- Contribute operational and technical information to post-incident reviews and Root Cause Analysis.
- Ensure agreed lessons and knowledge arising from incidents are embedded within the Support Team.
- Overall Major Incident governance and accountability remains with the Operations Director.

2.4.4 Customer Experience

- Ensure the Support Team delivers professional, responsive and customer-focused service.
- Encourage First Contact Resolution wherever practical.
- Monitor the quality of customer interactions and provide coaching where improvement is required.
- Identify recurring customer issues and escalate trends to the Operations Director.
- Support customer service review meetings where technical or operational input is required.

2.4.5 Team Leadership

- Provide visible day-to-day leadership to the Support Team.
- Coordinate workload and ensure effective use of team capacity.
- Hold regular team check-ins and operational meetings.
- Coach team members on technical capability, customer communication and case ownership.
- Identify individual training or development needs and discuss and agree these with the Operations Director.
- Support onboarding and induction of new Support Team members.
- Encourage knowledge sharing and collaboration across the team.
- Identify performance, behavioural or capability concerns and escalate these appropriately to the Operations Director.

2.4.6 Knowledge and Continuous Improvement

- Ensure the team maintains accurate FAQs, knowledge articles and support documentation.
- Identify opportunities to simplify or improve day-to-day Support processes.
- Encourage preventative resolution and self-service where appropriate.
- Capture recurring operational issues and recommend improvements to the Operations Director.
- Support implementation of agreed process improvements within the team.

2.4.7 Supplier & Internal Collaboration

- Build effective working relationships with technical peers within UNEXUS, Cirrus and NiCE.
- Engage supplier technical teams to progress individual incidents and escalations.
- Ensure supplier case progression is appropriately documented and followed up.
- Escalate recurring supplier performance issues to the Operations Director.
- Support project and product handovers into BAU Support, ensuring the team has appropriate knowledge and documentation before accepting operational responsibility.

2.5 Success Measures

Success in the role will be demonstrated through:

- Effective daily management of the Support queue and workload.

- Achievement of agreed operational KPIs and SLAs.
- Timely progression and resolution of escalated and technically complex cases.
- Reduction in aged or stalled support tickets.
- Strong ownership and communication during customer escalations.
- Improvement in First Contact Resolution where appropriate.
- Consistent customer service quality and CSAT performance.
- Effective operational response to P1 and major incidents.
- Regular and useful updates to Support knowledge articles and documentation.
- Demonstrable improvement in team technical capability.
- Effective onboarding and coaching of new team members.
- Successful adoption of new products and services into BAU Support.
- Effective escalation and progression of supplier technical cases.

2.6 Experience

- Experience in a supervisory, senior support or Team Leader role within IT, software, telecoms or Contact Centre environments.
- Strong experience supporting and troubleshooting technically complex incidents.
- Experience within IT and/or telecoms, ideally including Contact Centre, CCaaS, voice and digital technologies.
- Demonstrable experience resolving complex customer and technical issues.
- Experience coaching or mentoring technical Support personnel.
- Experience working with third-party suppliers and technical teams.
- Experience delivering support as a reseller would be advantageous.

2.7 Skills

- Strong technical understanding of relevant cloud technologies, Microsoft 365, CCaaS/SaaS solutions and SIP/voice technologies.
- Strong problem-solving and diagnostic skills.
- Ability to coordinate multiple incidents and competing priorities.
- Confident and effective communicator with customers, partners, suppliers and colleagues.
- Ability to explain technical issues clearly to non-technical stakeholders.
- Strong coaching and mentoring capability.
- Ability to motivate and coordinate a small technical team.
- Strong organisational and time-management skills.
- Customer-focused approach to incident and case management.
- Pragmatic and calm approach when working under pressure.
- Willingness to participate in out-of-hours P1 incident response where required.

2.8 Qualifications & Requirements

- There are no formal qualification requirements for the role.
- Fluent spoken and written English is essential.
- Understanding of ITIL or equivalent Service Management processes would be advantageous.
- Previous Salesforce experience would be advantageous.
- Experience within NiCE/CCaaS environments would be highly advantageous.
- Occasional out-of-hours involvement will be required for significant incidents, customer escalations or planned Support activity.

2.9 Security protocol

- As part of this role, you may be required to complete enhanced background checks. It will be essential for you to cooperate fully with the application process to obtain DBS, BPSS or any other background checks required.
- Proof of ongoing UK Right to Work status will be required.
- The Company is required by law and other regulations to comply with data protection, confidentiality and information security governance.
- It is your responsibility to maintain Company and client confidentiality at all times. You must not disclose any confidential information relating to the Company, its business, or any obligation of confidence the Company owes to a third party, during or after your employment, except in the proper course of employment or as required by law.
- It is your responsibility to understand the Company's Information Security Policy in full and implement any further developments as required.
- It is your responsibility to observe and be compliant with all additional regulations in the Employee Handbook