Fuuse

Frontline Support Team Leader

Job overview

£35,000 - £38,000



About us

Based in Lancaster, Fuuse has rapidly established itself as one of the market leaders in the EV charging software industry. Powering electric vehicle charge points Fuuse is at the heart of one of the world's biggest emerging industries by powering the electrification journey with all the environmental and societal benefits it brings. Fuuse also offers charge point and driver support services, helping our clients to keep charge points operational and commercially viable while protecting their reputation and giving drivers a better charging experience.

Working with a diverse mix of over 300 end clients including SSE, Scottish Power, Arnold Clark, Scottish Ambulance Service, Be.EV, First Bus, Suez and Veolia, Fuuse is enabling the monitoring, maintenance, payments, energy optimisation, and controlling access to their charging infrastructure, which in turn powers over 100,000 vehicles who interact with our platform every month.

Together we process enough electricity to power the whole of the UK for an hour, and this is doubling every three months and payment processing exceeds £6 million a year.

Beginning as a team of four working on an Innovate UK grant during Covid we're now 80 highly-motivated and expert staff based across the UK and Ireland. In 2023 we grew by over 300% and aim to do the same again for the next few years.

This hyper-growth has attracted significant investor interest, and we recently raised a further £6 million from existing investors YFM Equity Partners and our long-term backers Par Equity, as rapid growth continues which will power our path to profitability.

The Role

The Role
As a Frontline Support Team Leader, you will have direct line management and day-to-day operational accountability for a defined squad of Frontline Support Agents within our 24/7 EV Driver Support operation.
Operating from our Lancaster office, you will ensure your team is appropriately deployed, supported, coached and managed to consistently deliver excellent customer service and achieve agreed service, quality and performance targets. This is a hands-on leadership role. You will resolve routine people, performance and operational matters at Team Leader level, escalating only matters requiring wider functional, significant customer or formal employee-relations intervention to the Head of Frontline Support.

Responsibilities
Team Leadership & People Management
Directly line-manage, coach and develop a defined squad of Frontline Support Agents, creating a positive, accountable and high-performing team culture through regular one-to-ones, coaching, feedback, development conversations, wellbeing support and recognition.
Take ownership of your squad's performance, attendance, conduct, quality and development. Set clear expectations; address underperformance promptly; manage routine absence, lateness and return-to-work conversations; conduct probation reviews; and support formal performance or conduct processes where required.
Support recruitment, induction and onboarding, and work collaboratively with fellow Team Leaders to maintain consistent standards, effective shift handovers and seamless operational coverage across the wider support function.

Day-to-Day Operational Management
Take ownership of the effective running of your squad during each shift, monitoring demand, workload and staffing levels and taking action to maintain service.
Own short-notice deployment, including sickness cover, breaks, unexpected absence, shift changes and overtime requirements.
Reallocate agents and workload where required, ensure effective shift handovers and use workforce-management systems to support scheduling and resourcing decisions.

The Role

Hands-on Customer Support
This is a hands-on operational role. Team Leaders are expected to work directly in the support operation and take customer calls and contacts themselves, alongside their leadership responsibilities.
Take inbound driver-support calls and handle other frontline customer contacts as part of the normal shift, particularly during busy periods, breaks, short-notice absence or unexpected demand.
Remain sufficiently close to live customer contacts to understand recurring issues, maintain product and process knowledge, and coach agents from direct operational experience.
Balance personal call and case handling with leadership duties, stepping into the queue whenever required to protect service levels and support the wider team.

Operational Performance & SLA Management
Monitor live support channels, queues and operational dashboards, making real-time decisions to protect service levels and maintain performance against agreed KPIs including SLA, CSAT, FCR, Quality and schedule adherence.
Take ownership of squad performance, analyse data to identify trends and coaching needs, and provide clear recommended actions to the Head of Frontline Support where there are material or sustained risks to service, efficiency or quality.

Escalations & Stakeholder Management
Act as the first management escalation point for complex driver issues, complaints and high-priority cases. Take ownership through to resolution, make appropriate service-recovery decisions and involve the Head of Frontline Support only where there are significant customer, commercial, technical, reputational or wider operational implications.
Customer Experience

Champion consistently high standards across all customer interactions. Use quality reviews, customer feedback, complaints and operational insight as coaching opportunities, while balancing personalised customer service with operational efficiency.

Continuous Improvement
Analyse recurring contacts, issues and escalations to identify root causes and practical improvement opportunities.
Work with other Team Leaders and the Head of Frontline Support to improve processes, knowledge, tooling and ways of working, and ensure improvements are embedded consistently across squads.

The Role

Decision-Making & Accountability
Team Leaders are expected to take ownership and make appropriate day-to-day decisions within their area of responsibility.
Deploy and reallocate agents, manage breaks and workload, arrange short-notice cover and request or deploy overtime within agreed company controls.
Prioritise escalations, make routine customer service-recovery decisions and carry out coaching and performance interventions.
Resolve routine agent queries and people matters, escalating only issues with wider operational, customer, commercial or formal employee-relations implications.

What Success Looks Like
A well-managed, engaged and accountable squad that consistently delivers against agreed SLA, CSAT, FCR, Quality and schedule-adherence expectations.
Regular one-to-ones, coaching and meaningful performance conversations, with attendance, performance and conduct issues addressed promptly and consistently.
Reliable shift coverage and handovers, with the majority of routine people and operational issues resolved at Team Leader level.
Fewer avoidable escalations to the Head of Frontline Support and clear evidence of agent development and practical service improvements.

Your Skills

Your Skills & Qualifications
Previous experience directly leading or supervising a team within a contact centre, customer support or technical support environment
Demonstrable experience of people management, including one-to-ones, coaching, performance management and handling attendance or conduct issues
Excellent communication and interpersonal skills, with the confidence to handle difficult conversations, escalated cases and complex customer situations
Confident taking ownership and making timely operational decisions in a fast-paced, high-volume, multi-channel environment
Strong analytical and problem-solving skills, with the ability to interpret operational data and turn insight into practical actions
Experience using CRM and ticketing platforms such as Zendesk, with confidence troubleshooting technical issues and helping others resolve them
Basic understanding of EV charging systems, or the ability and willingness to develop this knowledge quickly
Able to build strong working relationships, collaborate effectively with other leaders and apply standards consistently across teams

Roster Commitment
Full availability to work a rolling 12-hour, 4-on / 4-off rota, with shifts between 06:00 and 22:00, including weekends and Bank Holidays
Must be able to commute to and work from our Lancaster office, with flexibility to support additional operational coverage where reasonably required



What we offer

- A competitive salary between £35,000 - £38,000
- 25 days holiday plus bank holidays
- A workplace pension
- Company Events
- Access to Health Assured Employee Services
- Access to Octopus EV Salary Sacrifice Scheme
- A scale-up environment where you'll have a voice in the business as we grow our products and services.

Apply now

Send your CV and a covering letter to Zara Waters, Head of People and Culture at people@fuuse.io

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