

Team Manager

Job Description

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About us

Resolve IT offers a continually outstanding customer experience. We specialise in providing IT support (both remotely and onsite) to our wide range of corporate and third sector clients. We are passionate about what we do, and our services include supporting, connecting, communicating, installing, and protecting to fulfil the needs of any organisation.

For more information, please visit our website: www.resolve.co.uk



Why Resolve?

We believe that Resolve is a great place to work, with lots of opportunities to grow, be challenged, and input into the business. We offer excellent training, and a chance to choose where you want your skills to grow.

Alongside that, working for us comes with some great benefits including:

- The chance to develop your skills with high quality internal and external training and certification opportunities (with exams paid for by Resolve), as well as dedicated time within work hours for training and study.
- Starting holiday allowance of 21 days (plus Bank Holidays), this will increment after 2 years increasing by 1 day per year to the maximum of 34 including bank holidays.
- Celebrate your birthday with an extra day holiday!
- Medicash Health plan available after one year's continuous employment.
- A great company culture and fun working atmosphere with monthly team meetings, team building away-days and regular staff socials.
- Excellent offices and location, easily accessible from the city centre with superb amenities and plenty of free parking.
- Opportunities to attend relevant events and support local charities.
- Fruit, fresh coffee, and basic food and refreshment supplies free to all staff every day.



Team Manager

Resolve is looking for an experienced and highly capable Team Manager to lead and manage a support team ensuring consistent service delivery, staff development and performance against SLAs and KPIs.

We are looking for the to create an engaged, high performing team culture where engineers are supported, challenged and aligned to the MSP's values and behaviors.

Employment Type: Permanent, Full-Time.

Hours of work: Core hours are 9:00am to 5:30pm – Monday to Friday (flexible working and flexi-time policies can be requested).

Managed by: Managing Director

Salary: £28,000 - £34,000 (dependant on experience).



Role description

Based in our offices, the Team Manager will be a visible and approachable leader who actively supports the team by removing blockers and setting clear expectations to deliver an outstanding customer experience.

They will set expectations and provide leadership their team helping build an engaged, high-performing culture that reflects Resolve's values.

Responsibilities

The Team Managers duties will be varied and fit into these main areas. The key responsibilities are included but not limited to:

- Manage day to day workload allocation, queues and scheduling
- Monitor SLAs, ticket volumes and backlogs; reassign and reprioritise to stay within targets.
- Hold regular one-to-ones, performance reviews and personal development plans.
- Provide ongoing coaching and feedback on technical skills, communication and processes,
- Build a positive, collaborative team culture, reinforcing Resolve's values and expected behaviours.
- Recognise strong performance and address underperformance promptly and constructively.



- Handle customer escalations that cannot be resolved by engineers, ensuring clear communication and follow up.
- Provide regular performance reporting and commentary to our Service Manager.
- Identify and deliver process service improvements.
- Support recruitment, onboarding and training of new team members.





Person specification

Working to values and culture:

Culture is imperative to Resolve, we have values which we think matter more than anything else and help us to deliver a continually outstanding customer experience. These are: **communication**, **excellence**, **responsibility**, **passion**, and **innovation**. We all aim to listen & understand, set high standards, take ownership, have a positive can-do attitude, spot arising or potential issues, make suggestions & implement changes.

We really are the Resolve family who work as a team and support one another daily.

Skills and experience:

When looking for the right person to join our team, we will be looking for someone who has:

- Ideally, you will have proven experience managing a technical support team within an MSP or similar service-driven environment.
- However, if you are an amazing manager and have experience leading in another environment, and are prepared to learn then we would also consider you.
- Strong understanding of SLA and KPI management, including real-time queue oversight and workload balancing.



- Confident user of IT Systems and tools (ideally a PSA, RMM and documentation system) with the ability to analyse ticket data, identify trends and drive performance improvements.
- Demonstrated ability to coach and develop engineers of varying skill levels, both technically and non-technically.
- Experienced in conducting one-to-ones, performance reviews and managing underperformance.
- Excellent communication skills, especially in handling customer complaints, escalations and expectation setting.
- Ability to interpret service data to inform decisions and improve team outcomes.
- Strong organisational skills with the ability to prioritise, plan ahead and keep the team aligned to daily/weekly goals.
- Experience contributing to process improvement, service design or internal projects.
- Comfortable making decisions under pressure, especially in queue management and customer escalations.
- Understanding of technical support fundamentals across T1/T2/T3, even if not performing hands-on technical work.
- Experience supporting recruitment, onboarding and the growth of new engineers.



The successful candidate must also be able to demonstrate a strong understanding of our values and culture, work well both independently and with others, and be good at managing their own time. Previous management experience is essential.



Our Commitment to Equality & Diversity

Resolve is committed and working hard towards promoting a diverse and inclusive environment. All candidates will be considered and measured solely on merit against the role requirements. We continuously monitor and review our selection criteria and procedures to ensure that all employees are selected, promoted, and treated solely based on merits and abilities that are appropriate to the position.

