

Job Title: **Team Shift Leader**

Location: **Oldbury**

Company: **Proffer Solution Ltd**

Reports To: **CEO/ EHR Manager / L & D Manager**

Date: **04/06/2025**

Position Overview:

We are looking for a dynamic and experienced Team Shift Leader to join our team in the Staffing and Recruiting industry. The ideal candidate will be responsible for leading a team of staff members during their shift, ensuring smooth operations, and maintaining high levels of customer satisfaction. In addition to overseeing daily operations, the Team Shift Leader will play a crucial role in mentoring and developing team members. By fostering a positive and productive work environment, the leader will help employees reach their full potential and ensure alignment with company goals. Strong communication and problem-solving skills will be key in addressing challenges and driving the overall success of the team.

Key Responsibilities

- Lead and motivate a team of staff members during their shift
- Ensure all tasks are completed efficiently and effectively
- Monitor and maintain high levels of customer satisfaction
- Handle any customer complaints or issues in a professional manner
- Train and develop team members to improve performance
- Assist with scheduling and rostering of staff members

Requirements:

- Proven experience in a leadership role within staffing and recruiting or a related field.
- Strong understanding of recruitment processes and best practices.
- Excellent communication and interpersonal skills to build relationships with team members and clients.
- Ability to analyze performance metrics and implement data-driven improvements.
- Strong organizational and time management skills to handle multiple tasks and priorities.
- A proactive approach to problem-solving and conflict resolution in a team setting.
- Bachelor's degree in Human Resources, Business Administration, or a related field is preferred..

Application Process:

Interested candidates are invited to submit their resumes and a cover letter detailing their qualifications and experience to applications@proffersolutionltd.co.uk. The company is committed to diversity and inclusion and encourages applications from all qualified individuals.

Proffer Solution Ltd is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.