



Cpl Solutions Ltd



#JOB-2431946



Carlton House, Shannon Street, Limerick, Co.

Limerick, V94 FD80



No of positions : 1



Paid Position



40 hours per week



35000.00 Euro Annually



03/02/2026



03/03/2026

How to apply

Application Method :

Not available



Open your camera app & point here to view this ad online



Team Lead

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

Company Name: Occipital Limited t/a Covalen

Salary : €35,000 / Annum

Working hours : 40 hours per week

Location : Carlton House, Henry Street, Limerick - V94 FD80

The Team Lead will play a critical role in service delivery, with responsibility for building and developing a team of Customer Operations Specialist (COSs) to achieve the above outcome, with a very strong focus on individual coaching.

The Team Lead will be an integral contributor to the team, working within and promoting the Company Values

Key Responsibilities

- Oversee the banking operations to ensure compliance with regulatory requirements, policies, and procedures.
- Implement process improvements to enhance efficiency and reduce operational risk events.
- Collaborate with various departments, including compliance, risk management, and IT, to ensure seamless delivery of banking services.
- Identify potential risks in banking operations and develop mitigation strategies to ensure compliance and protect the bank's interests.
- To directly coach and manage a team of COSs in line with company and client requirements.

Duties

- To oversee team and individual performance through continuous engagement with dedicated Quality Analysts (QAs), and be accountable for team performance development.
- To carry out frequent, targeted coaching based on issues/trends notified, providing constructive feedback and learning opportunities in order to ensure that agreed Service Levels are being met
- To ensure COSs receive all appropriate training, both initially and on an ongoing basis.

- To handle queries, issues or complaints that have been escalated from the team, in line with the processes agreed with the client.
- To seek out opportunities for continuous improvement.

Essential Competencies:

The suitable candidate must have a deep-rooted passion for delivering success. The suitable candidate will have formidable experience and working knowledge of:

- A desire to create a collaborative environment, and to participate in that collaboration, while taking overall responsibility for the team.
- Evidence of enhanced results through individual and team coaching.
- The confidence and personal strength to direct and motivate others
- Being an inquisitive problem-solver who 'gets ahead' of potential issues.
- An ability to drill into detail, while never losing sight of the bigger picture.
- Quantifiable personal and/or team successes in the past

Candidate Experience:

- Holds a third-level qualification in business or a related discipline, preferably QFA qualified.
- Min 1 years' client interaction and operational experience.
- High fluency in English, with excellent comprehension (verbal and written), spelling, grammar and punctuation is required.
- Excellent knowledge of Microsoft Office products, especially Excel and Outlook.
- Demonstrates a strong performance ethos and personal commitment to achieving outstanding performance.
- **Sector:** financial and insurance activities

Career Level

- Experienced [Non-Managerial]