



Cpl Solutions Ltd



#JOB-2442168



Carlton House, Shannon Street, Limerick, Co.

Limerick, V94 FD80



No of positions : 1



Paid Position



40 hours per week



37000.00 Euro Annually



09/04/2026



07/05/2026

How to apply

Application Method :

Not available



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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

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.

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.

To ensure adherence to agreed processes and policies within the allocated team, for assurance of high-quality servicing.

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.

To carry out any administrative or managerial functions in an accurate, diligent and timely manner.

To maintain team staffing levels in accordance with ongoing servicing requirements (daily scheduling, scheduling of annual leave, flagging recruitment needs)

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.

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:** administrative and support service activities

Career Level

- Experienced [Non-Managerial]