

Job role:

Customer Services – Team Manager



Responsible to: Head of Savings & Member Services **Band:** Management Specialist

Department: Customer Services

PURPOSE

- To manage the Customer Services Team ensuring they provide excellent customer service and meet T&C requirements in line with the Society’s standards.
- Ensure that all activities within the team continuously adhere to internal procedures and regulatory requirements.
- To oversee the continuous development of colleagues in order to deliver positive member experiences whilst optimising productivity/efficiencies and team morale.

ACCOUNTABILITIES

- Manage overall team performance, including monthly 1:1’s and performance related reviews with all direct reports
- Motivate colleagues to ensure optimum performance in the team
- Problem-solve and handle conflicts between employees
- Monitor the ongoing competence of the team, working closely with the Learning and Development officer and the Technical Administration Manager (e.g. call monitoring, controls and checks)
- Continue to invest in team and own development via various forums
- Monitor KPI’s i.e inbound calls, abonnement and acceptance rates etc
- Coordinate workloads, planning and prioritising as necessary to ensure high quality and efficient service delivery at all times
- Responsible for ongoing compliance with all of the Society’s policies
- Adhere to the Society’s procedures and advise customers accordingly
- Retain a comprehensive understanding of regulatory requirements as they pertain to customer service function and keep abreast of developing regulatory changes ensuring plans are in place to achieve compliance within required timescales
- Ensure the production of any required departmental reports and MI on a timely basis
- Pro-actively provide feedback to the relevant stakeholders on current trends and customer themes
- Ensure continuous adherence to the society’s procedures, control and compliance/regulatory requirements
- Be aware of changes to risks relating to the department ensuring that these are regularly assessed, updated, and reported in line with the society’s risk management requirements
- Responsible for maintaining the department’s appropriate procedure and control documentation

- Assist in the hiring and on-boarding of any new team members
- Engage the team on new initiatives, products and industry news
- Provide support to colleagues as a subject matter expert where necessary (to include escalated calls)
- Report any issues to the Head of Department via regular 1:1s and open dialog
- Flexible/collaborative approach in the management of the wider customer service team (working with stakeholders & peers)
- Identify, support, and assist vulnerable customers and understand their need for flexibility. Use effective listening and questioning skills to enable potential issues to be detected and provide reassurance and support to our customer, whilst working within the requirements of our Vulnerable Customer Policy.
- Act to deliver good outcomes for retail customers
- Support the Head of Savings, and Member Services in any core or specialist project activities involving Member Services when required

CORE COMPETENCIES

- **Communication skills both written and oral** – Presents oral and written communication succinctly and with regard to its impact on the recipient
- **Systems** - Ability to adapt to new systems and processes, and aptitude to gain a key understanding to how they work
- **Customer Care** – Takes responsibility for providing a high standard of customer service for all customers. Thinks of practical ways to improve customer care
- **Planning and Organising** – Develops daily work plans from job objectives and accurately prioritises key tasks
- **Teamwork** – Listens and gives credit to contributions which others make within the team. Shares learning and information with colleagues. Co-operates with team members to resolve problems and achieve goals
- **Attention to Detail** – Ensures that colleagues follow the required processes

KNOWLEDGE/SKILL/EXPERIENCE

- Previous managerial experience within a call centre environment, preferably in financial services or customer service
- Excellent interpersonal and organisational skills
- Committed to delivering and continually seeking ways to enhance the customer experience
- Obtain and use necessary information to make decisions but refer decisions to others when appropriate
- Ability to work under pressure
- Solutions orientated
- Good communicator
- An engaging management approach, continuously seeking to develop and motivate colleagues