

Customer Services Team Manager

Salary Banding £22,500 - £28,000 per annum (plus incentive for achieving KPI's and agreed targets):

Location: Maitland House – Southend – On-Sea

Overview:

To achieve and exceed the departmental business goals by leading, motivating, coaching and effectively managing a team of 10-15 Customer Service Advisers. To improve and maintain the performance of the team across a number of key measures in a Customer Services centric environment and to facilitate staff development within your Team, proactively identifying and developing our key personnel for the future.

Key Responsibilities:

- Inspire & motivate the team to achieve & exceed agreed KPIs/SLAs as well as their individual goals and aspirations.
- Measurably increase the team's efficiency through continual process improvement and/or continual performance improvements.
- Monitor, encourage and develop individuals' performance and competency using the company one-to-one, appraisal and feedback framework.
- Provide individual coaching to maximize performance and capability, ensuring robust performance management in line with agreed policy and procedures.
- Identify rising stars to develop a talent pool within the business, utilizing individuals Personal Development Plans.
- Monitor and manage the ratio of template letters against user generated content.
- Author and/approve all generic written customer communication.
- Manage customer services delivered through Social Media, Web-chat , Email and White Mail channels.
- Effective implementation of company procedures to effectively manage absence, conduct and other day-to-day HR matters.
- Implement the resource plan and ensure shift adherence to meet the agreed customer service levels.
- Manage customer enquires/complaints effectively taking responsibility for the resolution through adherence with the agreed business process.
- Actively encourage new ideas/ process improvements focusing on cost and efficiency to optimize profitability whilst given the best customer service to our internal and external customers.
- Actively encourage cross and sub-skilling of staff to maximize efficiencies and economies of scale.
- Build professional and productive working relationships with internal and external stakeholders.
- Keeps up-to-date process knowledge to enable a contribution to the team's work as required.
- Sets criteria for and oversees User Acceptance Testing for the team/function.
- Manage the team in a style, which demonstrates and reinforces the culture and values of The Hood Group through appropriate behaviors and actions.
- Participation in recruitment of new team members.
- Deputizing for Operation Manager when necessary.
- Any other adhoc duties as required.

Skills and Experience:

Required:

- Ability to understand the importance of confidentiality in handling customer personal data
- At least a year's experience managing/leading/coaching a team of up to 15 people
- A track record of excellence in service delivery and staff development
- Strong interpersonal skills and ability to work as a team
- Excellent numerical, analytical & planning skills

Competencies:

- Communication
- People & Personal Development
- Team Work
- Customer Focus/ Results / Excellence

About Us

The Hood Group is a privately owned business providing insurance solutions for over 30 years to some of the most well respected brands, insurance partners and financial intermediaries. Established in 1983, we came from modest beginnings in the City of London with a small team of passionate people who wanted to help change insurance for the better. We offer our partners an end-to-end service; from product and quote platform design through to sales and retentions. The Hood Group is now one of the largest employers in South East Essex with around 180 staff, award winning services and cutting edge technology.

We invest in the careers of all our staff, through training, qualifications and by providing a pro-active learning environment. We understand the importance of staff wellbeing and maintaining a good work/life balance and also provide opportunities such as flexible working and career breaks. There is a Group funded Sports and Social committee, seated acupressure massages, and fitness classes in our onsite Wellbeing studio. On completion of probation we also provide an excellent benefits package that includes life assurance, pension scheme, medical cover, permanent health insurance and much more