

Operations Manager

Salary Banding £25,000 – £28,000pa plus PRP

Location: Maitland House – Southend – On-Sea

Overview:

Reporting to the Senior Operations Manager, Hood Group requires an experienced people manager, to successfully lead, develop and manage front-line agents, team leaders and deputy managers across multiple products and contact channels. The role will cover all aspects of people leadership & oversight, covering functions related to the servicing, sales and administration of customer interactions.

The role will also involve regular engagement with clients, brands, direct customers & senior internal stakeholders.

Key Responsibilities:

- The responsibility for the out-put and performance of a team of agents – delivering against a range of agreed targets, across all aspects of KPI's relevant to productivity, sales and quality.
- Day to day leadership & oversight of the operations floor contact centre & relevant teams during the relevant opening days & hours – acting as an escalation point for any service or agent related issues.
- Inbound & Outbound sales, service, administration & digital support for the Hood Group's own & partners products & schemes.
- Responsible for motivating their staff members, ensuring that they are aligned to the company business goals and behaviors
- Supporting back book transfers and policy migrations to aid retentions and implementing cross and up-selling strategies
- Direct responsibility for the behaviour and performance (against targets) of front-line staff & the supporting management team.
- Deputising in Senior Management Meetings, Partner Meetings, Bid team meetings, and prospecting meetings.
- Budgeting, forecasting, planning, and reviewing processes for the overall team to meet any relevant financial objectives – including PRP & incentive programmes.
- Driving change through the support & leadership of projects, proposals and agreed business cases.
- Supporting the Senior Operations Manager with on departmental strategy
- Helping to facilitate the personal development of sales staff and junior management.
- Involvement in the effective recruitment, training, motivation and retention of front-line staff.

- Oversee & adhere to the relevant PRP & our values-based performance management framework which ensures people are managed, coached and developed to their full potential.
- Monitor, measure, chart and analyse results and make timely adjustments which ensure consistently excellent performance.
- Any other adhoc duties as required.

Skills and Experience:

- This is a challenging role that will be a key contributor to the future direction of the business. The role will suit someone with a proven record of operational sales/service success within a results based environment. Someone of a driven, creative, resilient and commercial nature who has the desire to lead from the front, whilst also has the ability to step back and make key strategic decisions.
- A pragmatist by nature with a strong commercial acumen, the successful candidate will have a demonstrable track record of exceptional performance in a regulated outbound/inbound telephone sales environment, ideally insurance/financial services. The jobholder will possess the ability or intellect to learn, to mine, segment and analyse internal and external data, understand TPS and financial services regulation and knowledge of outbound dialler hardware/software. The candidate will be able to demonstrate the ability to manage a cross-section of telephony sales/service tasks delivered through their team, ensuring business risks are identified, mitigated or accepted by the business.

Required:

- Ability to work on a varied roster to include shifts & weekends
- Delivering excellent results through people in an outbound and inbound contact centre environment
- Analytical management within the Contact Centre environment
- Knowledge of sales/service & admin processes and techniques
- Initiating and delivering positive change
- Excellent interpersonal, influencing and communication skills with the ability to interact within all levels of the organisation, be pro-active and to have a natural drive to succeed
- Ability to work on own initiative and to work towards effective delivery of objectives with minimal guidance
- Ability to understand the importance of confidentiality in handling customer personal data

Beneficial:

- Having experienced a span of control of at least 15 – 20 people for a minimum of 12 months.

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.