

# Customer Service Manager

£37,755 p.a.

Monday to Friday

8.45am - 5pm (36.25 hours per week with flexitime available)

This is an exciting opportunity for an experienced Customer Service Manager to provide an excellent level of customer service to members through the leadership of a customer services team and the development of key customer service touch points throughout the membership journey.

## Principal accountabilities

To have responsibility for all aspects of Customer Service team day to day management, ensuring that performance is monitored and delivered to targets and KPIs. To motivate, support and ensure adequate training and development of the customer services team, to ensure a consistently high level of customer service is delivered.

Maintain, monitor and regularly review the Customer Service team's knowledge and understanding of all the organisations products and services to ensure the team have the latest knowledge to inform customers.

Regularly review the quality of the service provided to customers through quality checking of work and call monitoring, highlighting any skill gaps and areas for development, providing effective feedback to the team and the wider organisation, ensuring that all communications are upholding the organisation's brand.

Identify and maintain knowledge and understanding of external customer service developments, engaging and benchmarking with other professional bodies and informing on all matters to ensure the customer service team are following best practices.

To develop, implement and maintain a mechanism for the recording and analysis of individual member feedback in order to deliver back to the association areas for improvement within customer service.

To work across the organisation to implement a pro-active member communications strategy that reaches members at crucial stages in their membership journey to promote engagement, create a sense of belonging, and to signpost to relevant content and services.

To contribute to the delivery of recruitment and retention targets through engagement with prospective, current and lapsed members, collaborating across the association to promote content and campaigns that positively impact on these targets.

To identify development opportunities within the website from a members' perspective in order to ensure the website delivers a positive member experience.

To input into the development of the CRM system to ensure processes are customer focused and appropriate metrics can be recorded and tracked in order to improve customer service.

To work with the senior managers to create a culture that enables the strategic intent of 'putting members at the heart of all we do' to be delivered through the developing and reporting of performance and benchmarking statistics.

## Knowledge and experience

- Experience in managing and leading a team is essential
- Previous experience in providing excellent customer service
- Ability to think strategically to be able to offer innovative and creative solutions
- Requires a knowledge of and experience in the use databases
- Must be self-motivated and able to use initiative
- Confident in leading meetings or group discussions
- Excellent inter-personal skills and the ability to communicate at all levels
- Work within a team and on own initiative, organising and prioritising workloads
- Analyse trends and effectively problem solve with solution-based approach
- Ability to handle multiple projects and meet deadlines
- Good report writing and presentation skills
- Understanding of data collation, handling and analysing

## Employee benefits include

- Generous pension scheme
- Flexitime between 8am and 6pm
- 25 days holiday + 8 days bank holiday
- Free refreshments, fruit and yoga sessions
- Family-friendly policies including job sharing
- Employee Assistance Programme, including a confidential counselling service
- Health cash plan
- Free parking