##### Role title: Customer Service Supervisor

##### Reports to: Membership & Customer Service Manager

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##### Job purpose:

To supervise and support the Customer Services team in providing a consistent and high quality level of service to members and other stakeholders in order to ensure a first class member experience at every interaction in the member journey.

Financial:

Staff: 9 direct reports

Other: Individual practitioners & organisational members, regular direct contact with members and the wider public.

##### Principal accountabilities:

* To be responsible for the day to day line management and development of the Customer Services team; providing supervision and support to enable them to perform their role to the best of their ability whilst providing excellent customer service.
* To proactively monitor daily call and email volumes, stepping in to answer calls and respond to emails when needed during busy periods to maintain a high standard of service.
* To provide detailed weekly / monthly reporting on call and email volumes, highlighting the root cause of any significant changes.
* To implement a training schedule for the Customer Services team and to ensure training is carried out across the team as a matter of routine in order to improve knowledge of policies and processes required to deliver excellent customer service.
* To be responsible for ensuring the Customer Services team is adequately staffed at all times in order to ensure a high quality level of service to members and to meet association KPIs on member service.
* To take responsibility for daily decision making within the Customer Services Team on issues including, but not limited to, member refund requests, complaints or policy issues, in line with published membership policies and protocols; referring to the Member Experience Manager as appropriate.
* To implement service improvements based on member feedback, the information from customer service reporting technology and system analysis to positively impact customer service metrics.
* To ensure the Customer Services team is fully understanding of, and compliant with, external legislation relevant to the work of the department including, but not limited to, GDPR.
* To identify and implement innovative projects and procedures that will enhance the work of the Customer Services team or improve efficiencies in processes in consultation with the Member Experience Manager.
* To ensure BACP’s systems (CRM and website) develop and evolve to meet the necessary requirements and standards for ensuring high level member service, efficiency and innovation.
* To represent the Customer Services team at meetings, BACP events and/or external events as required, ensuring the work of the Customer Services team is promoted.

##### Context:

##### Operating environment:

Requires an in-depth knowledge of BACP’s membership application and renewal process. Also requires an understanding of BACP’s Accreditation schemes and Register requirements. Can have input into areas of development and provide suggestions for changes to processes.

Organisation: See organisation chart

##### Relationships:

Direct reports:

9 Customer Service Officers

Manager: Member Experience Manager

Other contacts: Works closely with all teams across BACP, particularly the Membership and Accreditation teams. Potential to interact with any of BACP’s 52,000 members and the wider public.

##### Knowledge & experience:

Experience:

Experience of line management with a team working within a customer focussed role

Experience of processing escalated complaints whilst providing excellent customer service

Experience of being able to make decisions based on established criteria

Experience in setting and carrying out training

Experience in producing reports based on statistical analysis

Experience in delivering excellent customer service

Experience in communicating to diverse groups and at all levels of management

Knowledge of Contact Centre telephony systems / processes for both inbound and outbound calling would be advantageous but is not essential

Competencies:

Familiarity with Microsoft software, including knowledge of Microsoft Dynamics or similar CRM

Excellent communication skills with a proven track record of success

Excellent organisation skills

Excellent attention to detail

Problem solving skills

##### Job challenge:

##### BACP strives to provide all members with a consistent and high quality level of service at all times. With a growing membership, BACP must be innovative in how it delivers a high level of service at a high volume in order to maintain its reputation and improve member recruitment and retention.