



Job title: Customer Services and Administration Manager

Location: Office Based in London, N4 with some flexibility to work remotely

Reports to: Customer Services and Central Administration Lead

Introduction to multiple sclerosis and the MS Society

Over 130,000 of us in the UK have multiple sclerosis (MS). It's unpredictable and different for everyone. It's often painful and exhausting, and can cause problems with how we walk, move, see, think and feel. It can make it hard for us to work, and do the things we enjoy. But it doesn't have to be this way.

We're the MS Society – a community of people living with MS, scientists, campaigners, volunteers and fundraisers. We understand what life's like with MS, and we support each other through the highs, lows and everything in between. And we're driving research into more – and better – treatments for everyone. Together, we are strong enough to stop MS.

Purpose

To ensure that on a day-to-day basis the team function efficiently and effectively to deliver excellent customer care service to our supporters, staff and members of the general public. To ensure that all staff working in the team are managed and developed so they provide a high level of support to those using the team and the services provided.

To contribute to the function's leadership and planning and to influence and implement our direction of travel to meet our organisational objectives.

Key relationships:

Internal

The post holder works closely with:

- Customer Service and Central Admin Lead
- Engagement and Income Generation directorate
- Digital and Services directorate
- Finance, Strategy and impact and Database teams
- Country Directors

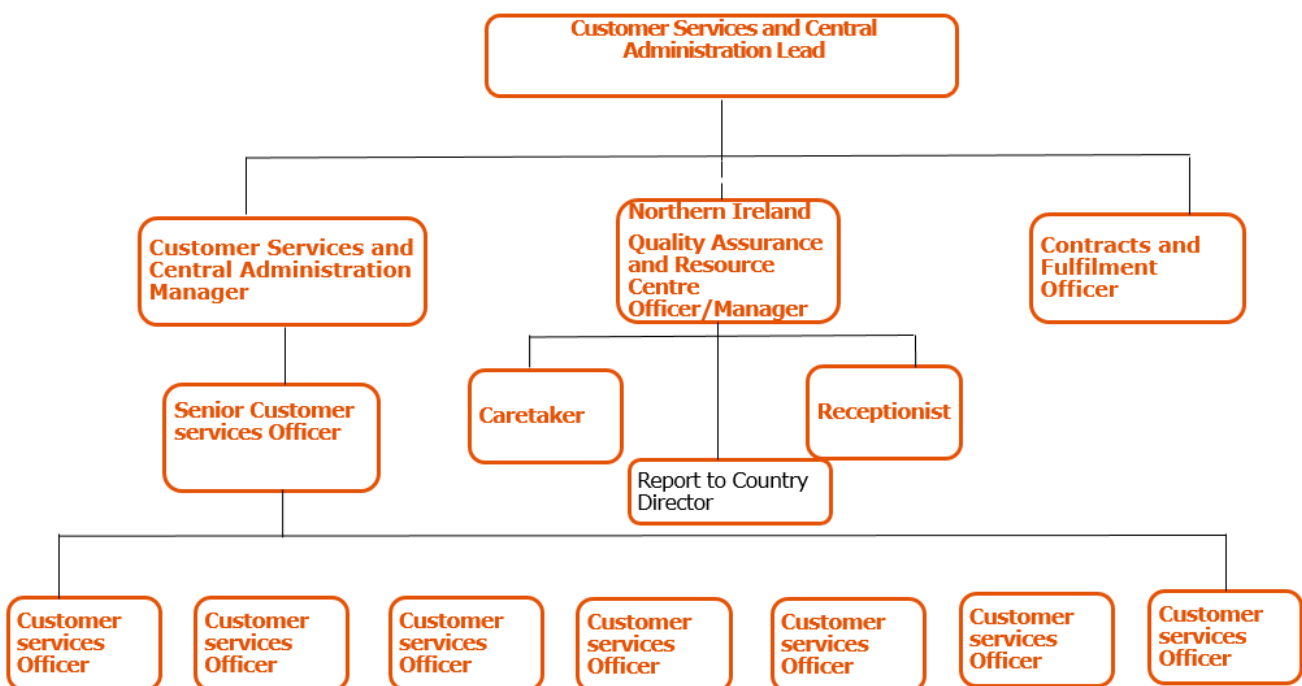
External

The post holder works closely with

- Supporters
- Members of the general public
- Third party service providers
- Third party payment providers

Team Structure

Corporate Services – Customer Services and Central Administration



Key accountabilities:

Our Customer Service and Central Administration Officers will support delivery of our organisational strategy by delivering an excellent customer service function including:

- Providing an excellent service to the MS Community
- Processing income as quickly and efficiently as possible with a high degree of accuracy
- Quickly thanking supporter for their generous contributions
- Providing administrative support and ensuring that the office environment is safe, secure and well maintained
- Proactively improving processes and ways of working across the function

Our values

We expect everyone who works with us to model and promote our values:

Bold

We are brave and innovative. We're not afraid to take risks and speak out, even when it is not easy. We are pioneering and dynamic in our approach to achieving our goals. We will campaign and push boundaries, and will not give up until we have beaten MS.

Expert

People with MS are experts in their own condition. We bring together their own experience and knowledge, along with that of staff, volunteers and professionals, and the best available evidence, to improve the lives of people affected by MS.

Ambitious

We do not accept the status quo. We set high standards and work hard to reach them, driving real change. We push the boundaries and are positive about beating MS.

Together

We achieve success by working with the whole MS community. We are collaborative and inclusive in our approach to succeed in delivering our goals. Everything we do shows we support and care about each other.

Detailed responsibilities:

Ensure on a day-to-day basis an efficient, effective Customer Services and Central Administration team that focuses on excellent levels of service, putting the customer first

- Oversee all aspects of customer service ensuring the supporters, members and members of the public have a great experience when coming into contact with the organisation.
- Organise a rota that ensures all the elements of the Customer Services and Central Administration function are comprehensively covered.
- Put processes and procedures in place to ensure agreed SLA's and KPI's are being met, in line with strategic goals. Undertake clear improvement actions when they are not being met
- Ensure we are benchmarking ourselves against other charities through things such as mystery shopping, regular satisfaction surveys and research.
- To continuously improve processes and the services provided and troubleshoot issues as soon as they arise.
- Monitor and manage arising issues, implementing solutions including interim communications and processes to minimise impact on the supporter.
- Ensure the team are consistent in their approach and processes including across the different nations.
- Responsible for any complaint escalation/investigation

- Work with the Data Governance team to ensure that data protection laws are being adhered to in relation to the storage of data, and review and update policies.
- Adherence to HMRC Gift Aid procedures when maintaining and collecting Gift Aid information

Financial

- Maintain the BACS and direct debit system
- Produce as required direct debit claims in line with BACS rules and regulations
- Ensure the team are processing direct debits in accordance with BACS rules and regulations
- Deal with queries and questions raised about our direct debits processes through to conclusion
- Ensure that direct debits are collected and administered on time and in the most cost-effective way
- Ensure all income streams are processed quickly, efficiently and on time
- Ensure all income can be tracked and reported on
- Ensure all donations are banked and thank in a timely manner.
- Process, record and store invoices, ensuring they are processed quickly and efficiently.
- Monitor expenditure of the Customer Service Services and work with the Customer Service and Central Admin Lead to manage the team budget
- Ensure that all gift aid declarations are recorded accurately and in line with organisational policy.
- Attend monthly account management meetings

Monitoring and Reporting on Performance

- Manage the analysis and evaluation of performance information, monitoring and reporting against objectives, outcomes, SLAs and KPIs. Investigate and act on any areas that appear to be out of alignment.
- Deliver quarterly team reports with the aim of maximizing insight about our supporters across the organization, as well as increasing knowledge of our work, to colleagues. Including both quantitative and qualitative analysis.
- Use insight and analysis to proactively recommend ways to improve the supporter experience. This includes keeping up to date with sector initiatives and best practice.
- Manage all Customer Service complaints ensuring the team are accurately entering the data on the CRM and run monthly reports.

Relationship Management

- Ensure that 3rd party services are efficient and cost effective, continuously assessing their performance and building good relationships with the account managers.
- Constantly review in house processes that the team undertake and change to outsourced services where there are cost and service benefits

- Link in and attend other departments meetings to build strong relationship and find out about potential new and up and coming work involving the team
- Develop and maintain effective working relationships across the team, department, directorate and Society
- Liaising with colleagues at MSNC regarding operational issues in the office
- Continually assess the performance of all third parties against agreed levels, addressing any shortcomings in a constructive manner.
- Ensure that all third parties are fully briefed regarding campaigns.
- Attend monthly account management meetings with external suppliers and fulfilment agencies

Health and Safety/Office Management

- To be accountable for ensuring effective processes are in place so that visitors, staff and volunteers adhere to the safety procedures on entering Carriage House
- To be accountable for day to day operation of procedures
- Manage weekly testing of the fire alarm system and administration of all other associated Fire Risk procedures.
- Ensure the team carry out the duties of Fire Wardens and First Aiders with sufficient Cover for Fire Wardens and First Aiders during operating hours.
- Be a fire warden and first aider for the office
- Ensure that the office is fully functional daily including, consumables stocked, faults and enquiries resolved efficiently and generally kept in good order and compliant with Health and Safety requirements
- Report any office issues to Management or third party suppliers
- Manage the day to day running of Carriage House including organising contractors as and when required for repairs
- Manage online and paper filing systems

People Management

- Develop and manage the team, through regular feedback, 121's, supervision, team building, supporting learning, performance management and the performance development review.
- Conduct monthly team meetings and regular briefing meetings to ensure that staff are fully engaged with the incoming and outgoing work they are expected to handle
- Provide clear direction to the team regarding their individual and team based KPIs
- Address and rectify any performance issues that arise within the team, supported by the Customer Service and Central Admin Lead
- Deliver necessary training, briefings and resources to allow the team to effectively handle all queries and tasks to the highest standard.
- Support the team in handling more complex enquiries, complaints and project work, leading by example in delivering exemplary supporter care

General

- Compliance with MSS's governance procedures, MSS policies and guidelines particularly H&S, GDPR, gift aid and fundraising compliance.
- Contribute to a positive working environment in which equality and diversity are valued and staff are enabled to do their best.
- Be prepared to work and operate the services of the team between 9am and 5pm Monday to Friday
- Provide support to the rest of the Customer Services and Central Administration team as and when required.
- Manage the administration process for Country Directors
- Occasional weekend work

Other Duties

- To be prepared to travel to meetings across the UK and be away from home overnight, as the job reasonably demands
- To undertake any other work that may be expected of a Customer Services Manager

Person specification

In addition to demonstrating our core MS Society competencies that are listed at the end of this job description, the role requires knowledge and skills in the areas of:

Qualifications

- A levels/equivalent qualification or
- Relevant professional experience, which demonstrates equivalent academic skills
- Evidence of continuous professional development

Experience

- Experience of managing an organisational customer services team
- Experience of delivering an effective and progressive programme of customer service delivery to both internal and external customers
- Experience of proactively changing and continuously improving ways of working
- Experience of processing and the thanking of supporter donations via a database
- Experience of the BACS direct debit claiming process including following set rules and regulations
- Experience of working with and too HMRC Gift Aid regulations and procedures
- Experience of managing and responding to complaints and feedback
- A proven track record of success in leading and managing a team of comparable size and complexity, to deliver high quality results to tight and sometimes conflicting deadlines
- Experience of developing, communicating and implementing business plans
- Proven planning experience to control effective use of resources

- Demonstrable experience of applying effective problem solving techniques when the situation demands
- Experience of financial and budgetary management
- Experience of working with 3rd party service providers
- Experience of retendering contracts and appointing of 3rd party providers
- Experience of processing payments

Knowledge and skills

- The ability to manage change effectively
- The ability to focus on impact and deliver outstanding results in a team environment
- Knowledgeable in the area of customer service delivery
- Knowledge and skills in dealing with complex complaints
- Demonstrable commitment to collaborative team work
- Demonstrable commitment to inclusive working, ensuring equality and valuing diversity
- Excellent interpersonal skills, and able to influence/persuade a wide range of stakeholders
- Excellent written and verbal communication skills, with the ability to communicate effectively in a wide range of media and audiences
- Excellent organisational and workload management skills
- Knowledge of online shop software and the skills to operate any associated content management system
- IT skills, in particular Microsoft Office, telephone call centre software, social media applications, CRM databases

Employment terms

Grade: F1

Signed by post holder

Date

Signed by Executive Director

Date



MS Society Core Competencies

June 2020

Competence	Descriptor: behaviours that can be observed	Linked to BEAT values
Fosters co-production	<p>Acts with and for the MS Community, seeking the expertise of people living with MS to co-produce services and solutions.</p> <p>As a team manager, supports individuals to deepen their knowledge and understanding of the MS Community, sharing their own experience and examples of doing so.</p>	<p>Together</p> <p>Expert</p>
Open to change and innovation	<p>Challenges the status quo to find new and better ways of working, adapting and responding to change and learning from failure.</p> <p>As a team manager, supports and motivates team to try new things, pursue innovation that leads to better organisational outcomes, and share lessons from failures.</p>	<p>Bold</p> <p>Ambitious</p>
Sound decisions	<p>Makes timely decisions with appropriate information, balancing evidence and insight with appropriate risk assessment and action.</p> <p>As a team manager, makes and acts upon clear, transparent and timely decisions even in challenging circumstances, encouraging robust dialogue around assumptions and outcomes.</p>	<p>Ambitious</p> <p>Expert</p>
Collaborative	Invests time and energy to establish trust and build positive working relationships with	Together

working	<p>individuals and teams across the organisation.</p> <p>As a team manager, actively enables learning and working as a team, supporting the work of other teams and creating opportunities for cross organisational working.</p>	
Effective Communication	<p>Demonstrates active listening skills and communicates clearly and succinctly in a range of formats, tailoring messages to audiences as appropriate.</p> <p>As a team manager, engages team through seeking feedback, listening and responding to different viewpoints while ensuring everyone is clear about key messages, role expectations and organisational goals.</p>	<p>Together</p> <p>Expert</p>
Outcome focussed	<p>Focuses on impact and the priorities, resources and deliverables needed to achieve desired outcomes.</p> <p>As a team manager, maintains focus on successful outcomes rather than hours worked, empowering and trusting people to be responsible and accountable for their work.</p>	<p>Bold</p> <p>Together</p>
Inclusivity	<p>Treats people fairly and respectfully regardless of background, role or status, seeking to understand and incorporate different values and viewpoints into decisions and work.</p> <p>As a team manager, promotes an inclusive culture that recognises and values what each individual brings to the team, ensuring reasonable adjustments are put in place to support this.</p>	Together
Accountability	<p>Takes responsibility for work and personal actions; delivers on commitments, indicating where work is behind and help is needed, and acknowledges and learns from mistakes.</p> <p>As a team manager, sets and communicates clear expectations for self and others, speaks up and appropriately challenges when things aren't working and addresses</p>	<p>Bold</p> <p>Expert</p> <p>Ambitious</p> <p>Together</p>

	problems quickly and transparently.	
Tech Savvy	Embraces rapidly changing technology solutions, and understands how technology improves delivery of goals and drives efficiency and effectiveness. As a team manager, creates opportunities to explore and learn about the changing technology environment, apply learning and champion digital innovation.	Bold Ambitious