

Job Description

Job title: Customer Support Manager

Accountable to: Head of Customer Services

Job Purpose:

Our vision is to have a positive and lasting impact on our customers lives by offering them safe high-quality homes and connected communities. We'll do this by shaping our services around customer, ensuring we deliver right first time.

Whilst championing our values of being kind, respectful, inclusive, ambitious, responsible, and collaborative. Working alongside colleagues to achieve our priorities you will commit wholeheartedly to this journey we have embarked upon to create a truly customer focussed culture.

Through inspirational and visible leadership, you will lead the Customer Support team to deliver a consistent, high-quality service for our customers and for maintaining high data quality in our customer data sources.

You will lead Customer Support Services through a period of transformational change to ensure the Centre-Led Operation consistently delivers a great customer experience across all channels.

Dimensions:

Financial responsibility: Accountable for budget setting, forecasting and management across your customer support team c1m+. Contributing to the overall annual budgeting process.

People responsibility: Responsibility of a team up to c50 colleagues across Customer Support Services

Autonomy: Within the broad direction set by the Head of Customer Services, the role is responsible for the delivery of support services across the Customer Services Management Centre including specialisms in Housing, Home Ownership, Customer/Quality, combined with the delivery of both our operational and financial goals, maximising regulatory, legislative and industry best practice compliance.

Key Accountabilities:

Leadership

- As a leader and role model bring our values to life, showing authenticity, integrity, and credibility
- Set direction within the team by being clear on expectations, giving clarity of requirement and supporting team and individual performance through robust feedback
- Be visible and present as a leader within the team, demonstrating professionalism and confidence, always holding self and others to account

- Demonstrate commitment and energy to the team to motivate and inspire the achievement of results
- Keep an external focus on best practice excellence and innovative approaches to identify ways of introducing new initiatives to improve service to our customers and engagement of our people

Operational Delivery

- Lead the Customer Support Services Team, through inspirational and visible leadership and a strong focus on people engagement
- To lead Customer Support Services through a period of transformational change to ensure the Centre-Led Operation consistently delivers a great customer experience across all channels
- Excellent delivery and execution in day-to-day KPI's in line with the business and customer needs resulting in an exceptional customer experience
- Keep an external focus on best practice excellence and innovative approaches to identify ways of introducing new initiatives to improve service to our customers and engagement of our people
- Develop and embed a coaching culture, to continually develop both the skills and capabilities within the team to drive a high-performance culture, delivering the right customer outcomes
- Enable an effective, collaborative, positive and cohesive peer group of Leaders. Communicate clearly, timely and appropriately with your people ensuring they receive all key messages. Lead by example in role modelling our values and behaviours
- Develop colleagues to become customer support experts, building capability and resilience, to meet changing customer needs
- Contribute to embedding digital channels, focussing on streamlining processes to make it easier for customers
- Optimise customer contact across each channel, through a focused approach in meeting customer demand
- Drive continuous improvement across Customer Support Services and deliver tangible benefits to the customer and the business
- Ensure all resources are effectively deployed to maximise productivity and customer benefit

Financial

- Responsible for ensuring departmental oversight and control of budgetary management across your Customer Support team
- Prepare, control and gain approval for annual budgets, ensuring appropriate monitoring of expenditure and compliance with procedures, levels of authority and audit requirements
- Contribute to the delivery of improvement programmes and projects to agreed performance and financial standards and targets, ensuring customer satisfaction, cost effectiveness and value for money

Stakeholder Management

- Building and maintaining effective internal and external stakeholder relationships

- Establish and maintain own effectiveness by developing working relationships with all stakeholders, ensuring integrated contribution to Sovereign’s corporate objectives whilst observing Sovereign’s policies, procedures, and ways of working

Personal Development

- Develop own capability through continual personal and professional development that will assist in improving own performance in the role, ensuring all core and mandatory training is completed and kept up to date
- Undertake other duties, within the level of responsibility, to meet the changing needs of the organization

Data and Compliance

- Promote a positive collaborative culture of Building Safety and Compliance. Take personal responsibility for escalating any concerns to the Building Safety & Compliance Team for consideration and/or investigation
- Provide data driven solutions to key stakeholders informing the decision-making process for the Customer Service Management Centre
- Responsible for data related to Customer Resource Planning data as set out in Sovereign’s data landscape

Knowledge & Skills:

- Proven experience of leading large customer support services teams
- Experience in improving productivity performance and enhancing processes
- Evidence of excellent customer service achievements in a delivery environment
- Ability to inspire, support and develop others to optimise their performance
- Expertise in driving continuous improvement in transactional processes to streamline and simplify end-to-end
- Know how to create honest communication and inclusive relationships to ensure people are motivated and feel they own and are accountable for their work
- Excellent oral and written communication and interpersonal skills
- Strong communication and influencing skills
- Highly developed coaching and mentoring skills
- Track record of meeting deadlines and working effectively with others
- Strong stakeholder management skills with proven ability to engage and influence others to deliver the best outcomes
- Knowledge of relevant health, safety and environmental legislation with focus on compliance within all activities undertaken by the teams
- Understanding of data breaches, associated implications and industry standards of preventing/triaging a breach
- Ability to validate and impact assess, to escalate data issues as required
- Knowledge of methods to monitor the quality of data and identify issues e.g., reconciliations