
ROLE PROFILE
Customer Service Manager
GROW WITH US
WOODLAND TRUST

OUR VISION

We're creating a world where woods and trees thrive for people and nature.



RESTORE

We restore the ecological condition of existing native woods and trees, to increase resilience and create conditions for nature and people to thrive.



PROTECT

We protect ancient, veteran and valuable woods and trees, to stop the loss of irreplaceable habitat and carbon stores, preserving the UK's natural heritage.



CREATE

We create quality native woods and get native trees growing to benefit nature, climate and people into the future.

OUR ORGANISATIONAL NATURE

WOODLAND TRUST

Our Organisational Nature is at the heart of how we work together. It helps us understand what it means to be part of the Woodland Trust and empowers us to make an impact every day. Our people embody these ways of working, inspiring and enabling each of us to play a part in achieving our vision.

A greener, healthier future for our planet starts right here with you.



Grow Together

We are a team that grows together; made up of unique roles and expertise. We communicate effectively, forging partnerships inside and out, building understanding and trust, valuing differences and recognising each other.



Explore

We know exploration is important, it's how we come up with the best ideas. We won't always get it right but learn and share as we go. We are bold about who we are and encourage healthy challenge.



Focus

We create clarity and stay focused, ready to adapt when we need to. We are empowered to take the time to reflect so that we can develop and work smarter.



Make it Count

We need to create a lasting positive impact. We keep the big picture in mind, harnessing passion and inspiring others to connect with us as we aim to make a genuine difference.

JOB DESCRIPTION

WOODLAND TRUST

Job Title: Customer Service Manager (internally known as Support Service Manager)

Job Code: WT0214

Salary: £40,823.50

Contract: Full-Time, Permanent

Reports to: Head of Support Services

Department: Supporter Mobilisation

Team: Support Services

Location: Hybrid

Our Working from Home (Hybrid working) policy is flexible and the frequency of time spent working between your contracted office and your home will vary across teams and job roles.

WHAT YOU'LL DO

WOODLAND TRUST

Main purpose of the job

Lead a team to deliver pre-agreed strategic and operational plans. Ensure all procedures reflect wider agreed process engineering. Day to day management of team to include motivation, recognition, absence, discipline and well-being. The generation and publication of reporting to ensure effective real time resource planning within budgetary limitations whilst also ensuring quality of service. The Multi Skill training and development of all team members to ensure they reflect the requirements of internal and external stake holders.

WHAT YOU'LL DO

WOODLAND TRUST

Key Responsibilities

- Interpret the support services strategy and vision and apply to operational planning to achieve department and campaign KPI's.
- Demonstrate the Trust's values and ethics whilst undertaking all aspect of the role.
- Creation, management, and training of One Team delivering call centre/back office operational processes that reflect procedure engineering and all compliance or regulatory requirements.
- Management and delivery of Trust campaigns within agreed resource limitations
- Support the development and implementation of supporter service standards and monitor external best practice.
- Maintain knowledge of PCI:DSS, Gift Aid, Direct debit, FRSB and data privacy to ensure operational adherence.

WHAT YOU'LL DO

WOODLAND TRUST

- Recruit, select, train, and motivate team members whilst supporting individual development to ensure success.
- Agree individual annual development and performance plans
- Understand operational requirements whilst operating within agreed financial and headcount envelopes.
- Review real time service performance and assign personnel to ensure financial goals, SLA's and quality matrices are achieved.
- Recommend system and procedure developments.
- Champion the customer by being the voice of the customer during planning and decision making activities.

WE WANT YOU TO:

WOODLAND TRUST

GROW TOGETHER

- **Be a leader** – taking responsibility for inspiring, mobilising and supporting others to deliver on our strategic goals.
- **Collaborate with purpose** – collaborating effectively with others where it will add value and result in clear and positive impact.
- **Build relationships** – being approachable and developing positive relationships. Making connections internally and externally to pursue shared goals, expand learning opportunities and grow influence. Help others to connect and nurture positive relationships,.
- **Communicate Effectively** – being clear and adapting communication styles to connect with others effectively.

EXPLORE

- **Evolve and continuously improve** – having the courage to question previously held beliefs and seeks out opportunities to continuously improve the way we work
- **Reflect and learn** – taking opportunities to reflect, learn and improve.
- **Create meaningful change** – being willing and able to shake things up and bring about change where needed for the good of the cause.

FOCUS

- **Take effective decisions** – balancing considered, evidence-informed decision taking and quick, decisive action depending on the situation
- **Adapt** – being proactive and flexible; able to take on board new information and respond effectively to a changing internal and or external environment.

MAKE IT COUNT

- **Deliver results** – getting work done in a way that is environmentally, financially and ethically sustainable, is considerate of people's wellbeing and always considerate of the broader impact.
- **Inspire and influence** – connecting people with what we do, inspiring and influencing them to stand with us for the benefit of the cause.

PERSON SPECIFICATION

		Essential/Desirable (E/D)	Where
You'll have experience	Managing a team delivering call centre/back office operational processes.	E	Application/interview
	Working at a senior leadership level	E	Application/interview
	Problem solving whilst mainting day-to-day tasks	E	Application/interview
	Shaping and implementing organisational strategy	E	Application/interview
	In project management and be able to coordinate multiple workstreams and prioritise where needed	E	Application/interview
	Managing stakeholder relationships across the organisation with demonstratable communication skills	E	Application/interview
You'll need to know	About Microsoft suite, telephony, reporting and fulfilment solutions	E	Application/interview
	About CRM systems (Microsoft Dynamics)	D	Application/interview
	Of PCI:DSS, Gift Aid, Direct debit, FRSB and data privacy to ensure operational adherence	E	Application/interview

PERSON SPECIFICATION

			Essential/Desirable (E/D)	Where
You'll have a desire to	Grow Together	Lead and build relationships Communicate effectively	E	Interview
	Explore	Evolve and improve Be able to reflect and learn	E	Interview
	Focus	Adapt Take effective decisions	E	Interview
	Make it Count	Inspire and influence Deliver results	E	Interview
You'll be subject to	Pre-employment checks including Right to Work and confirmation of employment history (3-years).		E	Onboarding