Job Description

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| **JOB TITLE:** | Customer Support Centre Manager |
| **REPORTS TO:** | Head of Customer Strategy & Operations |
| **DEPARTMENT:** | Customer Experience division |
| **LOCATION:** | Guernsey |

## job purpose

* Responsible for effective management and leadership of the customer support centre (CSC) to ensure a timely, efficient, accurate & high quality customer service experience;
* Responsible for the provision of customer support for billing enquiries, sales and general issues, IP and mobile support, against customer expectations and within service level standards;
* Contribute to, support, and deliver against key business objectives as defined in customer experience strategic plans and team targets and objectives;
* Champion for customer service improvements within own area. Work across the business at all levels to champion customer service best practice, and ensure continuous improvement to benefit operational effectiveness and customer satisfaction;
* Working closely with team members to identify development opportunities and appropriate solutions, mentoring and coaching as necessary and creating a highly efficient, engaged, committed and motivated team.

## MAIN DUTIES AND RESPONSIBILITIES

* Responsible for the contact centre strategy and ongoing development and transformation of CSC in alignment with the customer experience strategy and transformation plans.
* Responsibility for the implementation of customer support objectives by leading the CSC to deliver excellent customer service, adhering to SLAs and reviewing and adapting processes or working practices as necessary;
* Ownership of, and responsibility for effective management of the team to meet operational performance metrics and associated customer satisfaction for the CSC;
* Ensuring adequate resource is in place to meet customer and service demands;
* Responsible for ensuring continued development through coaching and training to support and promote customer service excellence by monitoring and providing feedback on day to day performance;
* Drive own and others performance focussing both on achievement against objectives, and Sure expected behaviours and values;
* Build and develop a team of customer service professionals that provide effective technical and service expertise across all available channels;
* Take a lead role in the selection and recruitment of team members;
* Conduct team appraisals and performance management, working with the Head of Customer Operations and HR colleagues as needed to adhere to all people related policies and processes;.
* Work closely with internal teams and external suppliers to champion improvements and development of working practices for the contact centre; ensuring systems and processes are efficient, up to date, and take advantage of technological developments and enhancements;
* Perform other such duties as may from time to time be required by the Company;
* Input to the development of internal programmes and projects which impact the customer experience and/or the contact centre;
* Manage CSC projects as necessary and be the go to person for all operational developments for CSC;
* Work closely with the Head of Customer Strategy and Operations on all projects and programmes related to CSC and deputise as required.

**In addition the person will be required to:**

* Understand and comply with the licence and other regulatory rules applying to the position;
* Understand and comply with the Data Protection Law as it relates to the position;
* Understand and comply with the Health and Safety responsibilities relevant to the role as defined in the Sure Safety Policy.

**Skills, Knowledge and Experience required:**

* Minimum of 5 years proven experience of managing and leading a team of customer service professionals.
* Excellent customer service and interpersonal skills with a consultative approach; able to work with stakeholders at all levels both internal and external to the Sure business;
* Excellent analytical and problem solving skills, curious, comfortable challenging the status quo;
* Strong understanding of Sure business, service and product range;
* Excellent relationship and team building skills, ability to coach and mentor team members to achieve excellence;
* Process improvement expertise to support continual improvement appropriate to business area and responsibilities;
* Project management skills are highly desirable as the role requires a structured and methodical approach to a varied workload;
* Highly driven and self motivated with the ability to work alone or as part of a team.

**Competencies required for post:**

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| Competency | Competency Levels |

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| --- | --- | --- | --- | --- |
| Commercial Awareness | 1 | 2 | 3 | 4 |
| Customer Focus |  |  |  | ● |
| Brand Awareness |  |  | ● |  |
| Financial Awareness |  | ● |  |  |
| Business Awareness |  |  | ● |  |
| Regulatory Awareness |  | ● |  |  |

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| Communication Skills | 1 | 2 | 3 | 4 |
| Communication |  |  |  | ● |

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| Personal Effectiveness | 1 | 2 | 3 | 4 |
| Organisation of Work and Time |  |  |  | ● |
| Teamwork |  |  |  | ● |
| Approach to Change |  |  |  | ● |
| Quality and Accuracy of Work |  |  | ● |  |
| Safety and Housekeeping |  | ● |  |  |