

ROLE PROFILE

JOB TITLE	CUSTOMER SERVICES ASSISTANT MANAGER
FUNCTION	HEAD OFFICE - OPERATIONS
REPORTING TO	CUSTOMER SERVICE MANAGER
REPORTEES	CUSTOMER SERVICE ADMINISTRATORS

JOB PURPOSE

To manage and develop the team responsible for dealing with customer queries, transaction requests and account amendments in a professional, accurate and timely way whilst maintaining customers account records in compliance with Society policies, procedures and regulatory requirements, implementing changes as required.

KEY RESPONSIBILITIES

- Management of the day to day work within the team ensuring customer requests and transactions are carried out accurately and promptly, in line with Service Level Agreements, and making decisions within Society policy and procedural guidelines.
- Oversight of the quality of mortgage and savings account administration carried out by the team ensuring that customer data and account records are maintained to the required standards.
- Oversight and delivery of required training and competency for the team.
- Contributing to the Society's scheduled administration events including statement production, tax year end and business year end routines.
- Contributing to the Society central administration processes including, savings bond maturities, mortgage and savings interest rate changes and customer correspondence as required.
- Contributing to the continuous improvement of service, systems, procedures and policy to ensure they continue to meet business requirements. This will include:
 - testing of IT system upgrades and fixes
 - review and updating of procedures and policies
- Maintaining the required level of training and competency required for this role.
- Maintaining and applying regulatory compliance and control within areas of responsibility.
- Building effective relationships with internal and external customers and provide technical support and expertise as required.
- To deputise for the line manager and carry out any other duties or projects relevant to the job role.

KNOWLEDGE AND EXPERIENCE

- Experience in managing small teams within a building society / bank of similar financial services environment is essential
- Experience of mortgage and/or savings account administration
- Experienced in providing telephone based customer service and in dealing with customer correspondence
- Working knowledge of mortgage and savings products would be an advantage
- Complaint handling experience
- Awareness of relevant regulatory requirements

SKILLS AND COMPETENCIES

- Effective and motivational team builder
- Training, coaching and performance management skills
- Confident and effective communication skills, written and verbal
- Strong planning and organisational skills with ability to prioritise tasks and to work under pressure
- Problem solving and analytical skills
- Confident with technology and IT systems
- Ability to absorb new information and learn new skills with ease

KEY PERFORMANCE INDICATORS

- Delivery of agreed qualitative and quantitative service standards
- Achievement of personal goals
- Delivery against personal development plan

BEHAVIOURS

- Works to high standards with attention to detail
- Customer focussed
- Enthusiastic with a can do attitude
- Positive attitude to change
- A team player

Applicants should send their CV and a brief covering letter to careers@theloughborough.co.uk