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**Job Description**

**Job Title**: Customer Service Manager

**Department:** Customer Support and Services

**Reports to:** Senior Customer Support and Services Manager

**Direct Reports:** Up to 5

**Grade:** CA4

**Main purpose of the job**

As the Customer Service Manager, you will be responsible for leading and developing a team of Customer Service advisors in our Customer Support and Services Department. You will be a natural people leader, supervising a team of customer service professionals dealing with a wide range of customer enquiries at first point of contact through various channels, providing a high level of customer service ensuring customer right first-time resolution.

You will work closely with the Senior Customer Support and Services Manager in the budget setting and income delivery of our portfolio of mining report products and services. You will actively seek out opportunities to identify efficiencies and improve processes whilst ensuring that the department’s services consistently maintain high standards.

You will make sure that we maintain our high standards of service and hold strong relationships across the organisation to coordinate the production of information and delivery of our services to agreed customer service standards. You will also be responsible for the customer service receptionist ensuring that our front of house services are delivering a positive customer experience to all visitors to site.

**Responsibilities**

**Specific**

* You will lead the team and undertake all line management activities for the customer service advisors and customer service reception in delivering and promoting a strong customer focused team culture including developing and upskilling a centralised team.
* Lead the team in the successful achievement of departmental and corporate objectives, customer service team assigned targets and overall service performance.
* You will carry out regular reviews and implement development plans to improve expertise and customer experience.
* Proactively ensure that the team have a broad knowledge and are competent in all services and work with colleagues to provide internal training where required. Managing, maintaining and continually improving the triage process. Creating ownership of customer enquiries and a smooth customer journey within the customer team and across the organisation.
* Build strong relationships with the Mining Information Managers to develop the teams understanding and knowledge of mining related queries ensuring a continuous support to customers and a positive customer experience.
* Support and manage a customer team that is able to react and respond to major incidents and hazard situations supporting the needs of customers and our other departments across the organisation.
* Support with the Customer Service departments procurement activity. Work closely with the senior customer service manager and procurement team to source quality products and services, that support customer service operations and where required the wider organisation.
* Manage relationships with third-party service providers, and ensure cost-effective solutions while maintaining high service standards. Regularly review and update procurement processes to enhance efficiency and reduce costs.
* You will share feedback with the Customer Strategy Coordinator in identifying improvement plans across departments to make sure our services are accessible for all.
* Manage the provision of Mining Remediation Authority travel booking services, managing costs in line with agreed budgets, ensuring that colleagues are self-serving where possible and the contracted service levels are maintained as per contractual agreements.
* Take ownership for managing the organisations fleet vehicles, including purchasing, budgets, maintenance, insurance policy compliance and policy.
* Ensure the department maintains a positive financial record for all transactions including mining report credit accounts, debt and invoice reconciliation and ensuring timely payments are made to suppliers for services
* Maintain a working knowledge of internal systems and have a full understanding of the reports order process to be able to support the team development and the customer experience.
* You will act with discretion and maintain confidentiality of all correspondence.
* You will help define and integrate clear structures and systems required to meet customer needs, creating a positive customer experience and removing obstacles where necessary.
* You will use constructive feedback received from our customers to help aid improvements to the services we provide.

**General**

* To act in accordance with the behaviours and values of the organisation
* To manage your own performance to be accountable for meeting individual, team and corporate objectives
* To act in accordance with the Scheme of Delegation and ensure propriety and regularity in the handling of public funds
* To actively demonstrate the Coal Authority’s customer service standards expected of your role
* To comply with and contribute to the improvement of operational and team processes and procedures
* To assist with the preparation and execution of the team’s objectives, budgets and financial records
* To identify opportunities and implement change leading to team development, system improvement and good value for money
* To maintain and develop positive stakeholder relationships in order to promote the Authority and assist it to meet its objectives
* To support research and development projects
* To ensure that the Authority’s statutory responsibilities are effectively discharged
* To carry out any further reasonable requests from your line manager

**Competencies Level**

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| **Seeing the bigger picture** - has an in-depth understanding and knowledge of how the role fits with and supports The Mining Remediation Authority’s business priorities | **4** |
| **Changing and improving** - responsive, innovative and seek out opportunities for continuous improvement | **5** |
| **Making effective decisions** - objective; uses sound judgement, evidence and knowledge to provide accurate, expert and professional advice in a timely manner | **5** |
| **Leading and communicating** - leads from the front and communicates with clarity, conviction and enthusiasm | **5** |
| **Collaborating and partnering** - creates and maintains positive, professional and trusting working relationships with a wide range of people, within and outside The Mining Remediation Authority, to achieve results | **5** |
| **Building capability for all** - has a strong focus on continuous learning for self, others and the organisation | **5** |
| **Achieving commercial outcomes** - has a commercial, financial and sustainable mind-set to ensure all products and services deliver added value and stimulate growth | **4** |
| **Delivering good value for money** - achieves a good mix of quality and effectiveness for minimal cost and to improve return on investment | **4** |
| **Managing a quality service** - plans, organises and manages their time and activities to deliver a high-quality customer experience**Delivering at pace** - delivers timely performance, with energy, and taking responsibility and accountability for high-quality outcomes | **5****5** |
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**Person specification**

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| **Job Title:** Customer Service Manager **Department:** Customer Support and Services  |
|  | **Essential** | **Desirable** |
| **Qualifications and Training** | * GCSEs grades A – C (to include English & Math’s).
* Proficiency in MS Office (Intermediate Level).
* Excel proficient
* NVQ/ Diploma customer service or significant experience in a relevant industry or field
 | * ILM level 3 or equivalent in team leadership
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| **Experience and Knowledge** | * Experience of delivering income targets
* 4+ years in a customer service environment
* Experience of managing a wide range of procurement activity
* Champion opportunities to consistently improve customer experience
* Experience of driving continuous improvement within customer services
* Experience of managing performance against budget
* Experience of coaching and mentoring a team of customer service professionals
 | * Knowledge of GDPR, Data protection
* Knowledge of accessibility regulations WCAG2.1
* Knowledge of mining products
* Experienced managing a customer service function with, social media and conventional email / telephone support.
* Experience and knowledge of the property market
* Thorough working knowledge of MRA systems
* Experience of incident management
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| **Skills and Abilities** | * Strong leadership skills
* Strong numerical skills
* Excellent written and verbal communication skills
* Strong organisational and planning skills.
* Ability to use positive language
* Ability to demonstrate patience
* Ability to analyse data from a variety of sources and complex scenarios
* Excellent stakeholder management experience, working at all levels - both internally and externally
* Emotionally intelligent, with an understanding and concern for others, with the ability to sometimes take a neutral view of emotive and distressing issues
* Ability to work under pressure
* Flexibility to adapt quickly in response to change
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| **Other** | * Flexibility to meet the requirements of the job.
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