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| **Title :** | 2 x Customer Service Manager |
| **Employment Type:** | FTC 1 year, Full-time |
| **Department :** | Customer Services Department |
| **Location** | Glasgow |
| **Closing Date** | 29 January 2021 |
| **Recruiter** | Angela Higgins, please send CV and covering letter to angela.higgins@scottishfriendly.co.uk |

At Scottish Friendly we want to attract the best talent to help us achieve our vision: **to be a leading UK mutual insurer through innovation, efficient customer services and responsible capital management**. Scottish Friendly is one of the most progressive mutual life insurance offices in the UK with over 150 years’ worth of history in the financial services market. Based in Glasgow, Scottish Friendly is a dynamic and rapidly expanding financial services firm dedicated to the efficient provision of a wide range of financial products and services. We employ circa 170 staff and are growing.

As a friendly society, we don’t have any shareholders, so all profits are used for the benefit of our customers. Our people are enthusiastic and passionate about saving and investing and pir customers are at the heart of everything we do.

If you’re inspired to join us, and have the necessary qualities, then this could be the opportunity you’ve been looking for.

The role:

A great opportunity has arisen in our Customer Service department for 2 Fixed term contract Customer Service Managers. These roles require the right individual who is adaptable and flexible in their approach to their work, able to work independently, and who can master the systems and processes of Scottish Friendly.

**Duties will include:**

* Responsibility for a small team, including resource management, staff recruitment, training and development and in particular appraisals and objective setting
* Responsibility for the provision, monitoring and reporting of MI and productivity
* Measuring telephony service delivery in line with agreed SLAs and report weekly/monthly statistics to Head of Customer Service and Ops Director. Additionally, escalating significant service delivery issues to the Head of Customer Service and Ops Director as soon as possible
* Responsibility for admin reviews, procedures and practices within Customer Services, Pension and Life policies, implementing changes to improve customer service quality and efficiency. Liaising with Customer and Technical Services Manager and Customer Contact Centre as necessary for cross-area procedures
* Responsibility for all New Business processing, Anti-Money laundering checks & new business underwriting
* Responsibility for ensuring all CS rota tasks are complete
* Highlighting system issues with IT Dept. (using JIRA process). JIRA to detail and specify change requirements
* Responsibility for ensuring team are kept up to date with changes in regulations and that their team is compliant
* Responsibility for all HR issues for the team (with support from Head of Customer Services)
* Responsibility for providing information to Payroll for direct reports
* Within own area of responsibility ensure effectiveness and embeddedness of TCF, Information Security and Business Continuity, ensuring focus on complaints and customer outcomes and assist in the assessment of risks and controls, and the management and mitigation of risks, through Executive Risk Committee processes

We are an equal opportunities employer, we believe diversity brings benefits for our customers, our business and our people. We welcome applications from all individuals regardless of age, gender, disability, sexual orientation, race, religion or belief. We will consider flexible working arrangements for any of our roles.