

|  |  |
| --- | --- |
| **Title:** | Team Leader – Evening Team |
| **Employment Type:** | Full time/Permanent |
| **Department:** | Customer Services |
| **Location** | Glasgow |
| **Closing Date** | 29 January 2021 |
| **Recruiter** | Angela Higgins, please send covering letter and  CV 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 group 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 the customers. Our people are enthusiastic and passionate about saving and investing.

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:

Being a highly progressive mutual, Scottish Friendly are looking to review and enhance their current customer services department.  The role of Team Leader is needed to support our Evening Team from 12 to 8pm Monday to Friday fulltime.

The successful candidate will ideally have a financial services background and be passionate about the controlled and smooth running of our mail and print operations and ideally have some experience of managing a team of staff to that end. In addition to the work of the Evening Team, the Team Leader will support the other CS Team Managers.

**Duties will include:**

* Responsibility for a small evening team, including resource management, staff recruitment, training and development and in particular appraisals and objective setting with the Customer Service Managers support
* Assisting in the provision, monitoring and reporting of MI and productivity
* Measuring telephony service delivery in line with agreed SLAs and report weekly/monthly statistics to CS Manager. Additionally, escalating significant service delivery issues to the Head of Customer Service and Ops Director as soon as possible
* Responsibility for ensuring all Evening Team 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 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
* Supporting and initiating the development of the team.

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.