

|  |  |
| --- | --- |
| **Title :** | Quality Assurance Manager |
| **Employment Type:** | Perm |
| **Department :** | Customer Service |
| **Location** | Glasgow |
| **Date** | 10.12.21 |
| **Closing date** | 05.01.22 |
| **Salary** | Between £39,757- £40,790 (dependant on experience) |
| **Recruiter** | Charlene McSherry, please send covering letter and  CV to Charlene.mcsherry@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 220 staff and we 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**

At Scottish Friendly we care about our customers – they are at the heart of everything that we do, and we listen to and learn from them.

Ensuring our customers enjoy a great experience with Scottish Friendly is a key focus of the Quality Assurance function. They aim to continuously drive improvement in customer processes by ensuring feedback is captured and acted upon. They deliver insights on all aspects of customer experience of SF`s operational processes enabling us to drive improvements in our customer journey processes.

As the team manager you will be a role model for proactively ensuring excellent customer service is provided by the highest standard of Quality Assurance monitoring.

* Develop Scottish Friendly’s Quality Assurance framework and devise continuous improvement tools
* Create a robust Quality Assurance Plan to ensure controls within the customer journey are assessed and adherence is appropriately monitored.
* Lead the Quality Assurance team and the monitoring of customer service delivery processes, ensuring standards are maintained at the highest level
* Promote a culture of continuous improvement and behaviours to create an empowered, positive and engaged team who put the customer at the heart of everything they do.
* Track, monitor and report on actions agreed from QA work to ensure timely and effective completion by owners
* Identify compliance, conduct and operational risks escalating in an appropriate and in a timely manner
* Provide key stakeholders, with regular reporting on QA activities undertaken, including key finding and recommendations as well as an overall assessment of the adherence to the control environment
* Develop an effective education program through ongoing communication and training.
* Produce QA MI for the Executive management team.

**Candidate Specification**

**Skills & Experience**

* Experience in designing and delivering Quality Assurance / compliance monitoring plans within an FCA regulatory framework
* Experienced team manager with proven ability to use Quality Assurance testing to improve good customer outcomes
* Clear, focused approach to quality and customer service
* Ability to challenge business stakeholders objectively and effectively
* Excellent communication skills with the ability to communicate at all levels
* Highly organised, with a strong attention to detail
* Excellent leadership capabilities with a positive approach to motivate and coach a team
* Willingness and ability to take ownership of issues
* A friendly, helpful and positive manner with an optimistic, open and flexible approach

**Qualifications**

* Quality assurance qualification preferable, but emphasis will be placed on relevant practical experience.

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.