

# Head of Customer Care

Job Description

**Stannah**

---

Company: Lift Services Ltd

Function: S&I Consumer

Reports to: Consumer Director

## Purpose

The Head of Customer Care has operational and strategic leadership of all elements of customer engagement, customer service and administration within the UK Consumer Division. The role holder is responsible for inbound and outbound customer contact through multiple channels, as well as communicating with other internal departments and external partners to optimise performance and ensure an excellent customer experience from first contact through to installation.

## Key Responsibilities

1. **Contact Centre** – strategic and operational leadership of our inbound and outbound, multi-channel contact centre, overseeing and providing direction on planning, performance and customer satisfaction
2. **Customer Service** – lead the Customer Service Team to deliver a consistent and exceptional level of service to our customers, colleagues and external stakeholders. Lead by example taking ownership of issues and ensuring swift resolution
3. **Order Processing** – lead the Order Processing Team to deliver an outstanding level of customer service, ensuring all orders are processed in line with competitive KPIs and the team are supported to effectively resolve enquiries
4. **Data and Analytics** – ensure effective reporting is in place for all activities and work with analytics team members to develop and improve reports. Utilise analysis and insight to identify areas of risk and opportunity that you and your teams can act upon to improve performance
5. **Processes and Procedures** – champion continuous improvement across the team. Continually evaluate and improve processes and procedures to ensure the best possible customer experience and improve team efficiency and effectiveness
6. **Technology** – ensure our systems and communications platforms are appropriate for our current and future needs. Work with our IT Business Partner to outline and agree delivery of any required changes or improvements
7. **Performance** – set clear performance targets, monitor team performance, identify and respond to performance trends
8. **Health and Safety** – help to ensure the health, safety and welfare of our employees, customers and others. Develop and maintain a good working knowledge of the Health, Safety and Environment management systems, policies and rules

# Head of Customer Care

## Job Description

9. **Collaboration** – work closely with the Sales, Marketing and Operations Teams to optimise the efficiency of the Customer Care Team and jointly drive improvements that make a tangible difference to the customer experience
10. **Planning, Budget and Accounts** – own resource planning for the team, support the development of the annual budget and manage accounts expenditure accordingly
11. **People** – lead, support and mentor your direct reports to enable them to excel in their roles. Inspire and empower the team to be truly customer first. Promote a collaborative and supportive working environment
12. **Training and Compliance** - ensure relevant training is undertaken by all staff to build on their skills and develop within their roles. Utilise training and coaching to ensure all aspects of compliance are understood and followed

*This list is not exhaustive and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and/or the marketing function.*

## Skills and Experience

### Essential

- More than ten years' experience leading a large team within a contact centre and/or customer service function
- Experience of sourcing, implementing and improving new contact channels, systems and technology
- Proven leadership skills and the ability to motivate and influence a diverse group of stakeholders
- Strong interpersonal skills with the ability to build strong relationships and work across all levels of an organisation
- Excellent continuous improvement skills
- Highly numerate with strong analytical skills; able to analyse data to form recommendations and make decisions
- Excellent written and spoken English skills

### Desirable

- Proven experience of managing change
- Understanding and experience of customer contact strategy development

## Personal Attributes and Behaviours

- ✓ Customer first
- ✓ Strategic thinker with the ability to see things through to delivery
- ✓ Effective team player
- ✓ Results focussed
- ✓ Dynamic and have a positive can-do attitude but remain calm under pressure
- ✓ Know when to say no
- ✓ Well organised and manage your time effectively by focusing on priorities and results and strive to work smarter not harder

# Head of Customer Care

## Job Description

- ✓ Committed to actively improving own skills, knowledge, business awareness and performance through ongoing personal development
- ✓ Communicate in a clear, concise and timely manner, when both writing and speaking

## Managerial and Supervisory Responsibility

- Responsible for the Customer Engagement, Customer Service and Customer Processing Teams

## Relationships

### Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate technically complex and sensitive information.

### External

External customers, partners, and suppliers.

## Education and Qualifications

- Business related degree (desirable)