

JOB

DESCRIPTION

JOB TITLE

Job Title:	Operations Manager
Department:	Helpdesk Planning
Reporting to:	Head of Scheduling
Responsible for (staff):	
Location:	Redditch
General Purpose of Role:	In this role you will Providing operational support for the Helpdesk. Managing team performance and being part of a wider management team.

ACCOUNTABILITIES

- Accountable for the operational management of the Helpdesk Teams, ensuring a high profile in the day-to-day running of the customer services we provide
- Responsible for the delivery of company KPIs allocated to the Helpdesk Team, in addition to providing support to other KPI owners for achievement of theirs
- Effective management of resources to maximise customer availability & minimise customer impact – i.e. scheduling of Team Leaders, Customer Assurance, Resource Planners & Agents
- Taking the lead and being a role model for your direct reports and the wider team, managing in line with company policies, procedures, and in particular – Values & Behaviours
- Identifying talent, supporting development and ensuring management of colleagues with opportunities for improvement are completed in a timely manner
- Developing long-term relationships with both internal & external customers, enabling regular reviews of the customer services being provided
- Work closely with our main internal customer (Head of Service Operations & ZBEM's) to minimise duplication of effort and improve effective use of resources, thereby enhancing the customer's experience
- Actively contributing to supplier management on a regular basis, including participation at review meetings
- Representing the customer's voice at every opportunity
- Driving a culture of continuous improvement by identifying & implementing enhancements to current ways of working
- Celebrate success, recognising areas of strength, sharing best practice
- Prepare for events with impact our Customer, as well as create activities which inspire & motivate our team members to always do their best
- Acting as Head of FM Direct during any absences

KNOWLEDGE AND SKILLS

Experience

- Experience of managing a team within a call centre/customer services centre environment
- Has an exceptional attendance & absence record

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- Demonstrable evidence of influencing positive change within a call centre/customer services centre environment
- Proven experience in a professional customer services environment

Knowledge

- Knowledge of FM operations is preferable include a good knowledge of web based software, IT best practices, industry trends and customer service
- Understanding of FM and support services contracting and performance measurement and monitoring
- Understanding and experience of the retail industry desirable

Skills Competence

- Excellent verbal communication skills and good telephone manner
- Accuracy & Precision in all written communication
- IT literate with extensive experience of MS Office applications i.e. Word, excel and power point
- Excellent administration and time management skills
- Ability to manage and motivate staff through periods of change and delegate effectively
- Ability to work under pressure and meet very tight deadlines

VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others