

Customer Services Manager

Reports to: Operations Manager (Customer Services)

The part I play at Flagship Group to help solve the housing crisis is:

I lead, empower and support a team of Customer Services Advisors to **consistently deliver outstanding levels of service** for our customers and tenants who are seeking efficient and effective answers to their queries. I support the Operations Managers and the Head of Customer Services to support the team through change and in delivering new and enhanced services for our customers.

I am dedicated to **developing the team's competency and confidence** on an ongoing basis, promoting best practice at all times. I actively manage the day-to-day floor operations and have accountability for the daily performance of the service.

In addition, I support the Operations Managers to manage and monitor the services always looking to relentlessly improve performance. Through using various systems, I establish and maintain a robust set of measures to comprehensively report on team performance.

My skills and experience include:

I am an excellent communicator with a good knowledge and understanding of the function of contact centres and customer services. I am a people manager with the ability to coach and support, consistently maintaining performance under pressurised situations.

I can work with multiple IT systems, processing and analysing data to strive for continuous improvement. I am a competent user of Microsoft Office and can use data to understand and improve the service.

The required qualifications for my role are: to be educated to GCSE standard, or equivalent in Maths and English with an NVQ2 or equivalent experience in Customer Service

The skills I will develop include:

I will enhance my ability to train and develop others, to problem solve and manage conflict. Gaining an in-depth knowledge of the Housing sector and have the opportunity to develop relationships with wider teams across the Group.



Flagship Group Values:

