

JOB OUTLINE

Job title:	Customer Service Manager
Job ref:	HFL1452
Hours:	37 per week
Salary band:	Band 5: FTE £30,000 - £35,000 p.a
Contract:	Permanent
Reports to:	Head of Admin and Business Support
Team:	Admin and Business Support Team
Location:	Hybrid working consisting of remote working and a minimum of 2 days per week in our Head Office in Stevenage, Hertfordshire.

OUR COMPANY

HFL Education (Formerly Herts for Learning) is an award-winning provider of products and services to schools and educational settings within and outside Hertfordshire. We believe that every young person, through access to a great education, should be able to realise their potential, regardless of where they live or their circumstances.

We focus on supporting the schools we work with to achieve successful long-term outcomes for their children. HFL is majority owned by Hertfordshire schools and operates with a not-for-profit ethos.

JOB CONTEXT

This role forms part of the Admin and Business Support team which provides internal and external support to customers and stakeholders with a focus on always delivering outstanding service.

The Admin and Business Support Team forms part of the wider Operations and Technology Team which focusses on placing great customer service, operational efficiency and technology at the heart of our work. The Customer Service Manager will play a pivotal role in delivering this vision.

PURPOSE OF THE JOB

To deliver outstanding service by collaborating with the Commercial Director and Head of Admin and Business Support to drive a customer-centric inbound contact team that services and delights new and existing customers, ultimately driving sales of educational products.

MAIN AREAS OF RESPONSIBILITY

- **Drive Sales:**
 - Lead the response and manage inbound customer queries via multiple contact channels to drive sales of key products.
 - Use a consultative approach to convey depth of product knowledge.
 - Develop and implement a powerful customer service advisor training program to build a high performing team.
 - Support line managers and product managers to develop sales pipeline and follow through accordingly.
- **Operational Effectiveness:**
 - Create efficient sales systems and processes, ensuring smooth customer journey.
 - Own the knowledge base platform by continually adding new solutions to respond to customer queries.
 - Use CRM case management to document all customer service interactions and proactively provide follow up.
 - Collate accurate and meaningful reports and drive improvement in customer service delivery.
- **Team Leadership:**
 - Own team strategic goal, set customer satisfaction targets, working with the team to consistently meet these targets.
 - Lead and manage an inbound multi-contact customer service team overseeing day to day operational activity.
 - Manage, recruit, coach and upskill team members' knowledge on key services, sharing best practice, ensuring that direct reports can appropriately advise customers, implementing scripts to support call handling and case management.

- Listen to calls, check emails weekly to assess customer handling performance.
- Hold weekly face to face team meetings to discuss workloads and forward plan for the coming weeks.
- **Collaboration:**
 - Build successful partnerships with service teams leads to support the onboarding of new products and services.
 - Collaborate with the Head of Events and Admin and Business Support Manager to drive call handling and case management.
 - Engage with customers and internal stakeholders to resolve customer issues identifying ways of improving service delivery.
 - Demonstrate flexibility by supporting the wider team as and when required.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time become necessary.

PERSON SPECIFICATION

Knowledge and Experience of:

- Leading and managing an inbound multi-contact customer service team overseeing day to day operational activity. (Essential)
- B2B & B2C sales for both products and service using a consultative approach. (Desirable)
- Managing teams and driving outstanding service. (Essential)
- Setting priorities and implementing customer service strategy – evaluating and adapting as you progress. (Essential)
- Managing call trees to deliver an effective and satisfying customer journey. (Desirable)
- Using data to drive improvement. (Essential)
- Demonstrating a growth and commercial mindset. (Essential)
- Using case management and live chat. (Desirable)
- CRM systems for tracking and report creation. (Essential)

- Leading difficult conversations whilst showing empathy. (Essential)
- Working with cross-functional teams to deliver outcomes. (Desirable)
- Knowledge of the education sector. (Desirable)

Skills and Abilities:

- You have strong leadership capability; able to identify and cultivate essential skills and attributes to maximise individual contribution and engagement. (Essential)
- You have strong change management and influencing skills with the ability to negotiate and communicate at different levels within the organisation. (Essential)
- You are a forward-thinker, self-motivated with a 'can-do' attitude. (Essential)
- You are a completer-finisher, with a demonstrable ability to plan and prioritise workload. (Essential)
- You possess strong verbal and written communication skills. (Essential)
- You are flexible with the ability to adapt to change and work well under pressure. (Essential)
- You have great attention to detail and will be data-driven (Essential)
- You are proficient with IT and Microsoft packages (Essential)

EQUAL OPPORTUNITIES

HFL is committed to being an equal opportunities employer. We insist on the equal treatment of all current and prospective colleagues and will never condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

HFL is also equally committed to becoming an anti-racist organisation and we encourage you to view our [Anti-racist position statement](#) which gives clarity on our anti-racist stance. In our relentless efforts to be an anti-racist organisation, we recognise the negative impacts of under representation and lack of diversity in our organisation, our education system and in all aspects of our society. Therefore, for recruitment into any HfL post, where we have 2 or more candidates of equal merit, candidates with protected characteristics will be given advantage over candidates

without such characteristics. This is sometimes referred to as a 'tie-breaker' and is referred to as 'positive action' in the Equality Act 2010.

To help us meet our high standards and aspirations of a fully diverse and inclusive workplace, we strongly encourage suitably qualified applicants from all backgrounds to apply and to join us.

Please note that if you are invited to interview, we will expect you to be prepared to discuss unconscious bias with us; we find these conversations more than any others give us all a good idea of what working together will be like.

DISCLOSURE AND BARRING SERVICE

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview you will receive more information.

HEALTH AND SAFETY

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

INTELLECTUAL PROPERTY RIGHTS

It is a contractual requirement of all employees of HfL to protect the intellectual, property rights of the company and to adhere to our company policy with regard to IP.

APPLICATION PROCESS

For an informal discussion regarding the role, please contact Andrew Brown via email on andrew.brown@hertsforlearning.co.uk and provide your mobile no. so a mutually convenient time can be arranged to discuss the role.

To apply, email hfl.recruitment@hertsforlearning.co.uk with a detailed CV along with a cover letter to include responses to the following questions:

1. What does outstanding customer service mean you and what role should technology play in delivering customer service?
2. How do you get the best out of your team?

3. Provide details of two of your strongest competencies and how you would apply them to the role, and two competencies which you will need to develop within this role.
4. Describe a situation where you improved a structure, system, approach, or process – please share how you came to identify the need for improvement, what you did and the outcome you achieved.

As part of our move towards eradicating unconscious bias within the recruitment process, we will be anonymising your forms.

To help HFL make sure our policies and working practices are inclusive and non-discriminatory we would like you to complete the HFL equal opportunities form. This will not be stored with your application and will only be utilised by HR.

For recruitment queries, our Central Recruitment Team can also be contacted on the hfl.recruitment email address above.

Closing Date: 26th September 2022 at 12:00.

Interview Date: 3rd October 2022 in Stevenage.

This job advert may close as soon as sufficient applications have been received. To make sure you don't miss out on this great opportunity, please submit your application as soon as you can.