



JOB TITLE AND DESCRIPTION

Team Manager

To manage a team of highly motivated Customer Service Administrators and Advisors, ensuring that the overall service delivery to our customer base meets and exceeds both our contractual obligations and the customers expectations.

JOB DETAILS

Department: Client Services
Anticipated Working Hours: As per terms and conditions of employment
Reporting To: Client Services Manager
Level: Manager
Deputising For: Client Services Manager
Subordinates: Client Service Advisors / Administrators
Location: As per terms and conditions of employment

MAIN OBJECTIVES

<ul style="list-style-type: none"> • Manage a team of allocated Client Service Administrators and Advisors • To be able to inspire, support and lead a team of highly motivated people within the Client Services operational function, being responsible for their daily activities and the guidance of each individual • To be point of contact for all operational aspects of customer service, building strong and sustained relationships across the business and with our customers • To evaluate, manage and develop departmental objectives, through the efficient and effective utilisation of staff across all teams • Create cost effective procedures and efficiencies that allow our customers to experience the best possible levels of response and service whilst maintaining quality at all times • Liaise with Department Managers across the business to ensure overall daily operations and staffing levels are maintained. • Monitor and maintain required staffing levels, through recruitment, selection and Induction • Working with the Training Coach, ensure that individual and collective training programmes are implemented, refreshed and monitored to ensure our people are skilled in all aspects of customer excellence • Act as an ambassador for the business through Medigold Health’s Genetic Code ensuring that performance is analysed to identify continual improvements. • Ensure regular communication is shared across the whole team to update on best practices and client feedback
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Brilliant & Bold



Passion & Pride



Recognition & Respect



Family & Friends

SPECIFIC DUTIES

People Management

- Day to day supervision of direct reports to sustain an efficient and superior service to the Medigold Health customer base.
- Manage the call handling process, to ensure all incoming calls are answered and call backs are responded to within agreed timescale.
- Ensure teams process all incoming requests within the agreed KPI regimes.
- Process all employee requests requiring approval such as expenses and holidays in-line with Company policies and procedures whilst ensuring staffing levels are maintained.
- Maintain high levels of employee satisfaction, identify training and development opportunities.
- Conduct regular documented 1-2-1 sessions with a quarterly round up to identify any training needs, positive feedback or areas for improvement.
- Implement and manage any performance improvement plans in accordance with the Performance Management Procedure.
- Provide a full induction to all new joiners enabling them to perform their roles at the required standard and ensure all mandatory elements are covered including but not limited to; Job specific training, Health & Safety, HR, IT and Data Security.
- Conduct all new joiner performance reviews in-line with the performance review policy including 4-week, 3-month and 6-month probation reviews.
- Conduct and support absence management process, including return to work interviews, welfare calls and OH referrals when required.
- Conduct structured team meetings to include client feedback from the Relationship Management teams
- Monitoring and reporting productivity of team members, identifying areas of support or development that may be required
- Work with the People Team to recruit, interview, select and employ resources within the Client Services Directorate
- Empower employees to take responsibility for their jobs and goals. Delegate responsibility and expect accountability and regular feedback.
- Have a sound understanding of people management practices and Company policies and procedures
- Manage, motivate and develop our people and teams in line with Medigold Health's genetic code

Reporting /Performance

- Continuous communication with other internal departments and stakeholders to provide client information and ensure that customers receive excellent customer service.
- Support the Client Relationship teams to maintain the revenue of each account and support all additional revenue stream opportunities
- Complete and support any relevant financial forecasting requirements
- Respond to client communications or queries and escalate as required.
- Act as first point of contact for escalated queries and complaints, adhering to timescales set within the complaints procedure.



MEDIGOLD
HEALTH



ADDITIONAL RESPONSIBILITIES & ACCOUNTABILITIES

- Understand, demonstrate, and promote the Company's Genetic Code
- Assist with induction and training of new employees
- Manage confidential data in line with the UK GDPR
- Act as of point of escalation and supervision within the regional offices to manage customer service staff as and when required.
- Support peer group and deputise for Customer Service Manager as required.
- Complete a personal development plan and undertake any necessary management training,
- General Office Duties
- Contribute ideas and suggestions to continuously improve the Customer & Employee Experience
- Assist with colleagues work during absences
- Attend meetings and training sessions as required
- Any other request made by a Manager or Director

REQUIREMENTS FOR THIS ROLE

- People Management experience in a team-oriented workplace is essential
- Demonstrable ability to lead and develop a department is essential
- Proven Customer Service skills and experience in a customer services environment for a minimum of 12 months
- Must be able to effectively communicate verbally and in writing to a high standard
- Team Leader or Management Degree or Diploma would be desirable
- GSCE's grades 4 – 9 in English and Maths
- Proficient use of Microsoft Office such as Outlook, Excel, PowerPoint, Word and Teams is essential for this role

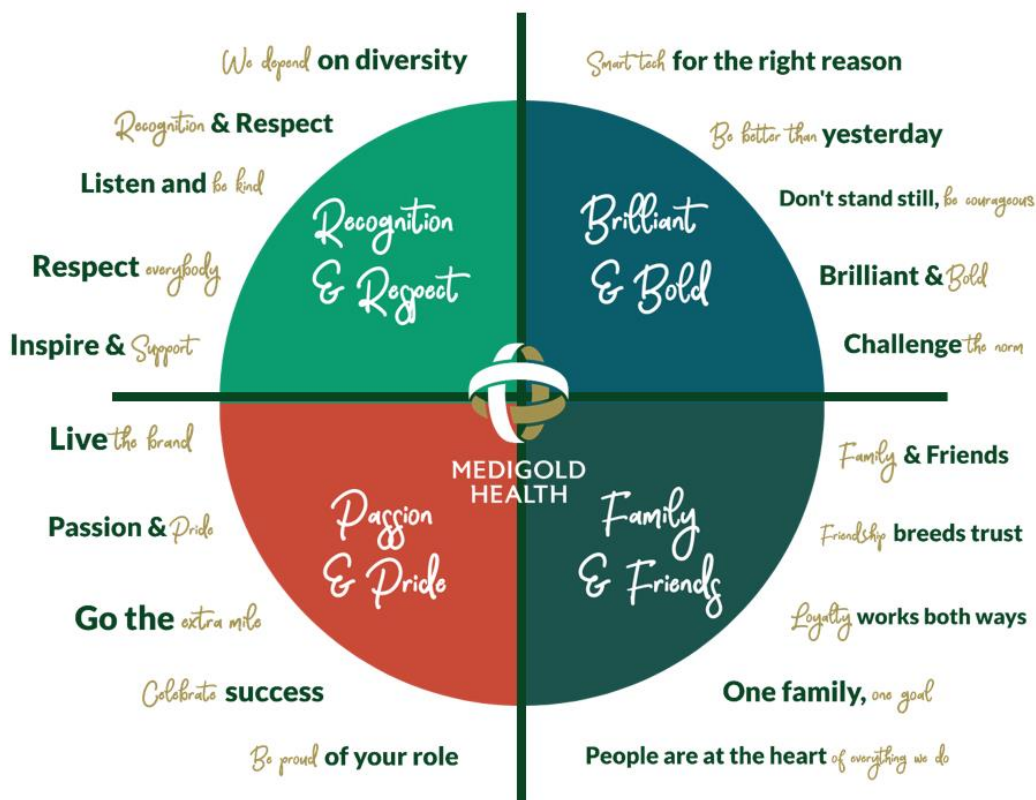
CORE SKILLS

Ability to rationalise competing priorities	Able to prioritise a complex workload
Proven analysis and problem-solving skills	Able to work as part of a team and independently
Confident communicator	Adaptable and able to embrace change
People Management Experience	Strong attention to detail
Exemplary communication skills	Ability to inspire, motivate, encourage and support others
Confident presentation skills	Excellent listening and questioning skills
Good telephone manner	Able to deliver constructive feedback



CORE BEHAVIOURS	
Responsible	Well Organised
Professional in appearance and approach	Calm under pressure
Trustworthy and Honest	Efficient
Willing to learn new skills	Possess a positive can-do attitude
Enthusiastic and Proactive	Lead by example

SHARE IN OUR GENETIC CODE



I understand the specific duties required of me within my role and accept the responsibilities, authorities and accountabilities related to this role. I have therefore Read and Accepted this job description in the internal HR system.