

Role Profile

Job Title: Head of Customer Services

Department: Customer Services (Servicing)

Reports To: Customer Services and Collections Director

Purpose of Role:

Lead a culture of success within the Customer Services team centred on providing the tools, measures and skills required to deliver customer first through our people.. Drive an optimal balance between; customer service, operational efficiency and strategic direction. Ensure regulatory and legislative compliance.

Key Accountabilities

- Customer First Champion for Customer Services, pushing the consideration for the customer (B2C and B2B) to the forefront of all decisions.
- Develop and manage a team of high performing and engaged Customer Service associates
- Enhance internal and external satisfaction, through effective team working, motivation, staff development and continuous improvement
- Oversight of training plans and events? to enable new starters to become effective, and develop existing team members
- Deliver Operational Performance – Ensure that the team are operating with agreed SLA's and meeting Key Performance indicators
- Ensure compliance with all relevant legislation, regulation and established practices of corporate governance
- Benchmark against other lenders and third parties to ensure Foundation Home Loans is adopting the appropriate best practice
- Manage all relevant Third Party Servicing relationships and ensure control of SLAs
- Ownership of 3 Day complaints resolution
- Take responsibility for the maintenance of policies and procedures as and when required, making recommendations for change and implementing if appropriate
- Evaluate current working practices & processes at regular intervals to optimise effectiveness. Support change initiatives
- Succession planning for Customer Services Teams
- Take ownership of personal development and improve personal effectiveness
- To have 'an awareness of regulatory responsibilities particularly TCF, AML, DPA
- Lead a culture of Conduct risk within own area of business ensuring conduct risk considerations are taken into account during decision making. Good understanding of the company's conduct risk Dashboard and regularly communicate results to team.

Performance Behaviours:

- Relevant Business experience
- Understanding of corporate business
- Focuses on customer and quality delivery
- 'Can Do' collaborative leaders
- Influencing others
- Organisation and Strategic Planning
- Participative and collaborative leadership
- Team working
- Enabling individual commitment and ownership and responsibility
- Ethical and compliant behaviour

Essential Skills/Qualifications:

- Proven Leadership capability
- Prior Experience of managing operation customer contact teams
- Deep understanding of the Mortgage Market/Commercial awareness
- Honesty and Integrity
- Strong communication skills both written and verbal as well as the ability to negotiate with staff and external agencies at all levels
- Accustomed to using own initiative/being proactive
- Negotiation and Influence
- Self-motivated, flexible with drive and enthusiasm
- Continuous improvement mind-set.

Desirable Skills/Qualifications:

- Experience in collaborating with key functional areas
- Experience of working in a regulated financial services environment
- Record of accomplishment of delivering in areas of responsibility
- Experience of working within a large complex operation
- Contractual/Outsourced Relationship management

Our people embrace our values:

Fair - We are open minded and make unbiased, consistent decisions.

Accountable - We take ownership of situations so that our customers experience efficiency.

Customer first - We understand what our customers want and build strong relationships.

Transparent - We communicate clearly and concisely, ensuring that we are open with information.