

Vacancy Information Pack

Operations Manager, Charitable Operations

Purpose of the role

To ensure the effective day-to-day management of workloads and achievement of performance and service targets by our beneficiary facing Charitable Operations' Teams and ensuring we have the contact centre systems we need to deliver a high quality service.

Key Accountabilities

- Project management of new contact centre systems.
- Ensure that all beneficiaries receive the highest-quality service when contacting us for support and advice.
- Keep beneficiaries at the heart of what we do; deliver excellent service with understanding and empathy.
- Support the management of high profile, urgent, sensitive and challenging cases.
- Deliver exceptional levels of operational performance, focusing on what matters to our beneficiaries.
- Lead the management of complaints and reporting, in accordance with required standards.
- Ensure that the authorization and justification of all grants- are agreed within the internal financial authorities.
- Maintain up-to-date documentation of key processes.

- Contribute to the department annual operating plan process, business objectives and initiatives.
- Ensure robust data retention policies and practices are adhered to and regularly monitored, designing appropriate developments where necessary.
- Work effectively with Motability Operations on the management and development of customer related policies and processes.

People Management

- Manage, develop and motivate Team Managers and Case Managers to deliver their best, both in the office and whilst working from home.
- Ensure appropriate and effective resourcing levels to deliver activities within agreed service levels.
- Being a role model of Motability's values and behaviours:-championing a culture where all individuals are treated with respect and fairness.
- Deliver a consistent approach to performance management, to-ensure the delivery of a high-quality service.

- Actively ensure a consistent approach to absence management, in line with organisational procedures.
- Working with the Learning and Development Manager, identify and support the development needs of the Case Management Team and subsequent effective home implementation.
- Embrace Continuous Improvement and Problem Solving
- Ensure that the department is up to date with changes in policy and procedure.
- Ensure that learnings from audit and performance checks are implemented.
- Identify and resolve issues and problems that are impacting on customers, teams or the Motability Scheme.
- Involve Team Managers in testing and identify solutions or alternative ways of working.
- Encourage individuals to take responsibility for identifying and resolving issues.

Experience and Track Record

Essential

- Excellent understanding of Omni channel solutions in a contact centre
- Proven record in delivering systems changes and digital transformation in a contact centre operation
- Ability to write clear requirement specifications
- Experience of managing a hybrid operation, both office based and home working colleagues
- IT literate with working knowledge of CRM, telephony, contact centre platforms.
- Knowledge of regulatory and legislative requirements.
- Strong written and verbal communication skills, with high attention to detail.
- Self-motivated and resilient
- Good time management and organisational skills to meet deadlines and achieve results.

- The ability to work autonomously and be trusted to get the work done.
- The ability to work remotely and productively whilst away from the social interaction of the work environment.
- Strong problem-solving skills and decision making.
- The ability to achieve results and focus on managing workload independently.

Desirable

- Prince2 qualification.
- Experience in leading in a not for profit organisation
- Lived experience of disability or understanding of the challenges disabled people face in their day-to-day lives

Capabilities Profile – technical skills/knowledge

Essential

- Up to date knowledge and understating of contact centre systems

Reporting line, structure, key working relationships

Reports to:
Head of Charitable Operations.

Direct reports:
Team Managers x4.

Key interfaces

- Charitable Operations Management Team, HR, IT, and Scheme Partners.

Resources, scale and scope of role, location and any travel factors

- Based in Harlow with occasional travel to business meetings, exhibitions, and suppliers' and stakeholders' premises.