



Job Title	Customer Services Manager
Department.	Customer Services – B2B
Location	Optima Park
Reports to (direct)	Managing Director

Main purpose of job

To lead and manage the customer services function, ensuring a consistently high standard of service delivery, strong customer satisfaction, and continuous improvement of customer experience. The role is responsible for team performance, service processes, and acting as an escalation point for customer issues. Ensure that you and your team take ownership of business customer issues, across SME, Corporate and Partner segments.

Key Responsibilities

Service Delivery & Customer Experience:

- Ensure all customer enquiries, requests, and complaints are managed effectively and resolved within agreed timescales.
- Act as the escalation point for complex or high-impact customer issues
- Maintain high levels of customer satisfaction and retention through proactive service management.
- Develop and implement customer service policies, procedures, and standards.

Team Leadership & Performance:

- Lead, coach, and develop the customer services team to deliver high-quality performance.
- Set clear objectives and KPIs (e.g. response time, resolution rate, CSAT) and monitor delivery against targets.
- Conduct regular performance reviews and implement training and development plans
- Manage resource planning, recruitment, and team capacity

Operational Management:

- Oversee daily operations of the customer service function, ensuring efficiency and consistency.
- Establish workflows and processes to optimise productivity and service quality.
- Ensure compliance with company policies, procedures, and regulatory requirements.

Performance & Continuous Improvement:

- Monitor and analyse customer service performance data and trends.
- Use customer feedback and insights to drive process improvements and service enhancements.
- Prepare regular performance and KPI reports for senior management.



Stakeholder Management:

- Build effective relationships with key customers and internal stakeholders (operations, sales, finance).
- Collaborate cross-functionally to resolve service issues and improve the end-to-end customer journey.

Skills, qualifications & experience:

- **Experience:** Significant experience in management; customer experience; service excellence; or related roles. Preferably within a business to business, customer-centric industry.
 - **Change Management:** Proven ability to lead transformation projects and implement customer experience improvements in a fast-paced environment.
 - **Leadership & Influence:** Strong leadership presence with the ability to inspire, engage, and influence teams at all levels.
 - **Customer-Centric Approach:** Deep understanding of customer behaviour, needs, and expectations, with a passion for delivering exceptional service.
 - **Analytical & Data-Driven Mindset:** Proficiency in using customer insights, analytics, and performance metrics to drive decision-making.
 - **Communication & Collaboration:** Excellent interpersonal and communication skills, with the ability to build strong relationships and foster collaboration across departments.
 - **Technology & Innovation:** Familiarity with digital customer experience tools, service delivery systems, and emerging trends in customer service technology.
 - **Problem-Solving:** Strong critical thinking skills with the ability to navigate challenges and develop effective solutions.
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Compliance Responsibilities

- Adhere to all Company Policies and Procedures contained in the Information Security, Environmental, Health and Safety and Quality Management Systems
- Report any Information Security, Environmental, Health and Safety and Quality incidents to your supervisor

Managers are responsible for training staff on Company Policies and Procedures contained in the Information Security, Environmental, Health and Safety and Quality Management Systems



APPROVALS:

Line Manager

Post Holder

Name:

Name:

Signature:.....

Signature:.....

Date:.....

Date:.....