

Job Role:	Savings Customer Engagement Team Leader	Banding:	4a
Job Family:	Customer Engagement		
Summary:	• Be a customer experience champion and lead with purpose to create a caring, empathetic and high performing customer engagement team. • Coach and develop your team to transform interactions into connections that build trust and loyalty. • Plan, co-ordinate and execute savings outbound activity focused on retention, re-engagement and pro-active customer engagement. • Clear focus on first contact resolution and collaboration with the Customer Excellence Team to continuously improve the customer journey.		
Purpose:	As a Savings Customer Engagement Specialist Team Leader, you're pivotal to the overall success and smooth running of the savings operational teams. Your team will be the behind-the-scenes team that strengthen and support the relationship between our customers and the society. Through accurate, timely and helpful information on accounts and services, great conversations and superb written communications. You'll lead a team of passionate specialists to handle both inbound and outbound general savings administration, making sure that every member feels informed, valued and confident in how their savings are being managed. With a positive, can-do attitude you'll create a culture of excellence and coach and inspire your team to get to the heart of the issues and deliver first contact resolution and customer satisfaction.		

What I Do:	How I Work:	What I Can Do:
• Lead your team to take inbound/outbound general account queries, give updates and take ownership to provide first contact resolutions. • Oversee operational performance making sure that everything runs smoothly, contacts are handled in a timely manner with efficiency and care. • Ensure that customer letters, emails and notifications about savings products, maturities and rate changes are delivered on time and to the highest standards of quality. • Inspire your team to deliver exceptional service creating meaningful interactions that strengthen trust in our brand. • Ensure that all written communications follow approved templates and meet compliance standards. • Resolve complex savings enquiries providing clear explanations, appropriate recommendations ensuring customer satisfaction. • Support your teams to maintain meticulous record management whilst processing savings maturities, account changes and closures. • Act as an escalation point for complaint handling and resolution keeping calm when faced with complex or challenging queries.	Customer Focus: A genuine passion for wanting to help our customers and brokers creating great connections and experiences. A Passion for People: Leading with empathy, clarity and courage. Exceptional Communication: A natural ability to connect to people through clear, friendly and empathic communications. Problem Solving: Accountability and finding solutions even in challenging situations to get a resolution for the customer. Resilience: The ability to stay positive and motivated in busy environments. Adaptability: Comfortable with change, evolving systems, new technology and customer needs. Inspiration: The ability to inspire, innovate and deliver results, creating a high performing, engaged and motivated team. Analytical Skills: Produce and analyse accurate MI and reports and identifying insights for opportunities, improvements and growth.	• Leadership Excellence. • Coaching and Development. • Customer Centric. • Ability to meet deadlines. • Attention to detail. • Excellent Verbal and Written Communication Skills. • Good systems knowledge • Good knowledge of products and services. • Good knowledge of compliance with regulation in the financial services industry. • Microsoft tools and communication platforms. • Stakeholder Management • Forward thinking.

• Make sure that your teams handle customer information securely and confidentially. • Assist with regular data checks to make sure information is compliant, complete and correct. • Drive performance and accountability – using insight and data to guide the team’s success and learn from challenges. • Champion continuous improvement, encourage innovation and new ideas and support on future projects.		
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