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| **Job Title** | Customer Support – UK Operations Manager | **Job Family** | Customer Support |
| **Grade** | n/a | **Reports to** | Director of Customer Support |
| **Location** | UK - Hybrid | **Team Size** | 4-6 direct reports, plus 30+ indirect reports |

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| **About the role:** |
| The Customer Support Operations Manager will be responsible for the operational delivery of our customer support in the UK. This role will manage our support teams and will proactively deliver a customer focussed and highly effective operation in a multichannel support environment. This role will also be responsible for the post-sale customer relationship for each premium support service tier which includes customer onboarding and periodic service reviews.  You will have the ability to cultivate a continuous improvement culture, focussing on quality measures and technical specialist knowledge, to ensure a consistent, repeatable model approach to service delivery, workforce forecasting and shift management. This will be achieved by bringing people together to ensure operational readiness for product releases and upgrades, that Customer Support delivery standards are defined and measured, and during incidents, major and minor, that your team act as the voice of Support operations and our customers.  Leading teams through change will be essential elements of leading an evolving support environment – ultimately delivering a customer experience that is a source of competitive advantage.  To support the development of the team and achieve first class customer service you will be an expert in using data to create relevant management insights, enabling you to deliver quantified bottom line performance improvements and working practices across the teams in parallel to a superior customer experience. |
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| **Role Accountabilities and responsibilities:** |
| **In this role you will (jointly with the Kochi Operations Manager):**   * Be responsible for the overall operational outcomes of the Customer Support service, including the Premium Support Service * Support and coach your teams to achieve targets, incl SLAs, KPIs, budgets and successful outcomes * Manage people capabilities and resource planning and scheduling so the Customer Support team is sized correctly to meet demand across all relevant channels * Own and deliver repeatable Customer Support processes, and develop and maintain a library of operational deliverables to ensure Customer Support is delivered in a consistent high-quality way to Customers * Own and implement the Quality Assurance framework to deploy service procedures, policies and recognised support QA standards to deliver a consistently superior customer experience and an efficient support teams * Consuming new product releases across the Customer Support team * Be a champion and leader for continuous improvement, employee engagement eNPS, customer/brand NPS and operational integration current and new services to Zellis customers * Proactively drive demand reduction and deflection, minimise cost and drive innovation and the utilisation and adoption of technology, optimising revenue opportunities * Support the joint build of onshore/offshore capabilities, including a clear RACI and hand offs, ensuring quality is maintained, and managing a safe transition between on and offshore resources * Demonstrate significate Influence across multi-disciplinary teams (internally & with customers), including partnering, consulting and facilitating appropriate collaboration between senior stakeholders, including C-Suite level (internally and externally) for the best outcomes * Participate in thought leadership related to own specialisms and Influence strategy for own specialisms, including keeping up to date with latest customer support management practices, identifying appropriate areas of improvement and implementation * Follow an expert approach to identifying and resolving business and reputationally impacting risks and issues * Owns root cause analysis for risks and issues * Act as a point of escalation, managing difficult conversations for senior stakeholders, including C-Suite level * Defining, alongside the Director of Customer Support, the approach and playbook to problem resolution and solution design * Takes the initiative in identifying their own and supporting team members’ appropriate development opportunities * Supporting Director of Customer Support to develop and mobilise the full range or required skills and capabilities for the business * Create a high-performance culture for our UK-based team. You will motivate and engage your team across the employee lifecycle, ensuring all people processes are happening including the recruitment of new team members, setting objectives, coaching and recognising individuals to reach their potential and dealing with performance issues in a timely manner​ * Own the process for introducing customers to the customer help centre and undertake welcome calls with the assigned CSM to new customers, ensuring new users quickly become familiar with how to get suitable support across a range of channels. * Own and deliver the initial welcome calls and then the ongoing periodic reviews with Premium Support customers, reporting on performance against SLAs and undertaking investigations into any service failures.   **Critical Competencies:**  You will have:   * Experience delivering Customer Support or equivalent operational services for medium-large scale software, advisory, or Managed Services customers (over 10,000 EE’s); HCM industry knowledge is highly advantageous * Experience leading multi-disciplinary multi-geography teams of 25+ colleagues, including outside of knowledge expertise, manage people performance, development & retention risks * Experience driving team to achieve targets, incl SLAs, KPIS and successful outcomes * Experience supporting a team by proactively cascading knowledge, working with team to consume new product/service capabilities and supporting & influencing continuous improvement * Experience understanding the levers for change, including reducing and deflecting inbound support demand, and influencing and achieving the outcomes for improved Customer Success from NPS and pulse surveys * Experience owning and contributing to asset library for the team * Experience owning & driving improvements to team eNPS * Strong all-round communication skills; ability to influence at all levels of an organisation |

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| Special Circumstances / Other Requirements e.g. travel requirements, working arrangements etc |
| You will be expected to be onsite with the Customer Support teams in all locations during the working month, rotating between Peterborough, Bristol and Watford, often overnight. This role may also involve travel to Customer sites or the Zellis office in Kochi |

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| About Zellis |
| **Zellis is the leading provider of payroll and HR solutions for the UK and Ireland.**  Together with Benifex and Moorepay, we form the Zellis Group, serving a vast array of companies across every vertical and industry.  **Our purpose** is to make people feel appreciated for the work they do – through precision, choice, and magic.  We are Zellis Group. The UK and Ireland’s leading provider of pay, reward, analytics and people experiences.  Zellis Group consists of three companies - Zellis, Moorepay and Benifex - who provide services to different customers and have the autonomy to design and deliver products to meet their unique needs. We are three distinct and successful businesses, but there is power as a group.  Our overall purpose is to *power exceptional employee experiences so you and your people do better*.  **Our history**  We have over 50 years of heritage and industry experience – and we’ve been ahead of the curve throughout.  More than half a century ago, we were founded as Peterborough Data Processing. Quite a lot has changed since then – not least our name.  We were acquired by Northgate, becoming NorthgateArinso in 2007 and NGA Human Resources UK and Ireland in 2014, where we were joined by Moorepay. In 2018, the UK and Ireland division was sold to Bain Capital and now we operate as a standalone company.  After acquiring Benefex, we’re now even better equipped to serve the complex needs of our customers.  In September 2020 we launched Zellis HCM Cloud, the exciting next evolution of ResourceLink, our flagship payroll and HR solution.  **We’re proud of our culture**  At Zellis we work hard to create a culture where people want to join, belong to, and be part of a progressive organisation. We’re committed to recruiting and retaining a diverse and inclusive workforce that is representative of the customers we serve and the communities we operate in.  **Our values,** which were defined with input from all of our 2,000 colleagues, are not empty words on a poster. They reflect who we are, and how we operate as a business  A screenshot of a computer  Description automatically generated |