

## Member Service Manager

### Job Description

<b>Title:</b>	<b>Member Service Manager</b>
<b>Date:</b>	Jan 2018
<b>Reporting to:</b>	Chief Operating Officer
<b>People Responsibility:</b>	Yes
<b>Personal Attributes:</b>	<p>You are truly passionate about delivering service excellence to our members. You are the voice for our membership and our service champion.</p> <p>With a clear vision of what excellent service looks like, you lead our service strategy to raise the standards within our business and drive a culture of continuous improvement.</p> <p>You are brave and confident in challenging service standards. You know what it takes to deliver consistent quality across the business. You deliver activities to the team which builds and develops on their existing skills. You understand the important role that customer feedback plays in delivering excellence.</p> <p>You are diplomatic, balanced and demonstrate objectivity at all times. You are able to analyse and compile complex information. You are solution focussed and make practical suggestions to service challenges. As a leader within PSCU, you demonstrate role model behaviours at all times.</p>
<b>Key responsibilities:</b>	<ul style="list-style-type: none"> <li>• Design and delivery of the member service strategy for PSCU to drive continuous improvements to service standards and increase member retention</li> <li>• To act as the voice of our members and to represent members in all aspects of PSCU matters</li> <li>• Lead and manage the Member Services Team to deliver service excellence at all times</li> <li>• Facilitate the delivery of departmental objectives in line with service level standards and process</li> <li>• Mapping out and maintaining 'customer journeys' for PSCU processes to ensure they are as seamless as possible</li> <li>• Ensure that the joining process for our new members is smooth, engaging and positive experience</li> <li>• Delivering service insight activities and sharing intelligence with the wider PSCU team</li> <li>• Make recommendations to improve our service in line with service insight and the wider PSCU Strategy</li> <li>• Support, guide and coach other members of the PSCU team to aid the delivery of great service to members</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure any complaints (regulatory and non-regulatory) are dealt with in line with service standards and regulatory expectations</li> <li>• Maintain and develop membership/service administration procedures to drive continuous improvements whilst consulting with the wider PSCU team on proposed changes</li> <li>• Oversee all regulatory complaints which includes dealing with regulatory bodies such as the Financial Ombudsman in line with regulatory expectations</li> <li>• Provide reporting relating to member insight and complaints to the board as well as liaising with members of the PSCU to conduct root cause analysis for complaints</li> <li>• Maintain and develop own skills , knowledge and behaviours as well as keep up to date with regulatory standards and changes</li> <li>• To demonstrate the PSCU values and competencies at all times</li> <li>• To assist with and provide support to other projects and activities as and when required.</li> </ul>
<b>Qualifications:</b>	<p>Essential: None</p> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Leadership or Management qualification</li> <li>• Customer service qualification e.g. NVQ level 3</li> </ul>
<b>Experience:</b>	<p>Essential:</p> <ul style="list-style-type: none"> <li>• Experience of creating and leading service strategy</li> <li>• Experience of dealing with complaints through to resolution</li> <li>• People management experience</li> <li>• Experience of delivering customer service orientated training to others</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Experience of working within an regulated environment</li> </ul>
<b>Knowledge:</b>	<p>Essential:</p> <ul style="list-style-type: none"> <li>• Knowledge of customer service best practice</li> <li>• Knowledge of customer insight or feedback tools</li> </ul> <p>Desirable:</p> <ul style="list-style-type: none"> <li>• Knowledge of regulatory requirements relating to customer complaints</li> <li>• Knowledge of the Credit Union sector</li> <li>• Understands financial services</li> <li>• Understands ethos and values of PSCU</li> </ul>
<b>Conduct Rules:</b>	<p>Essential</p> <ul style="list-style-type: none"> <li>• You must act with integrity</li> <li>• You must act with due skill, care and diligence</li> <li>• You must be open and cooperative with the FCA, the PRA and other regulators</li> </ul>

## Values and Competency Framework

Value	Competency	Level 1	Level 2	Level 3
Fairness	We delivery with Integrity		X	
	We are Ethical		X	
Being Responsible	We take Accountability		X	
Being Brave	We Positively Challenge		X	
	We Think Differently		X	
Service Excellence	We Communicate		X	
Working Together	We Learn		X	
	We are Supportive		X	