



# Customer Service Manager

Permanent

Full Time

Location: Sale

Reports to: Managing Director

Line Management Responsibilities: Customer Service Team Leader

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## Overview

Training Qualifications UK is the fastest-growing Awarding Organisation in the UK, and a market leading End-Point Assessment Organisation. We work with over 500 schools, colleges, universities, and training providers across the world to provide qualification certificates, endorsements and apprenticeships to over 150,000 learners.

What's the secret to our success? Simply put, we do things differently here!

Customer intimacy is at the heart of what we do, understanding the wants and needs of our customers and providing a personalised customer experience that maximises our innovative technology and products. We are looking for like-minded, forward thinking, customer service superstars to join our busy, fun-loving team.

In managing the majority of communication from our extensive customer base across phone, e-mail, chat and social media channels, no day is ever the same for the TQUK Service Team. As Customer Service Manager, you will have an opportunity to shape Customer Service strategies, processes and best practice amongst both the Service team and the wider TQUK team, ultimately doing your bit to transform the lives of countless individuals through education.

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## Key responsibilities

- Develop, implement and manage TQUK's:
  - customer intimacy strategy

- customer service focused practices through programmes of company-wide review and training.
  - end to end customer service journey, troubleshooting and delivering on efficiency and quality improvements.
- Monitor outcomes and trends in customer satisfaction and complaint activities.
  - Monitor volume and quality of customer contacts, using ticketing systems, taking corrective or improving action when negative trends and patterns are spotted.
  - Ensuring all methods of communication that customers choose to use are used correctly and effectively.
  - Manage lessons learned and process improvements resulting from customer feedback and complaints.
  - Resolve complex and/or escalated customer complaints.
  - Consistently seek to promote a culture of continuous improvement with a focus on customer service.
  - Coordinate with the Sales Manager to collaborate on customer satisfaction plans to support sales and new business development.
  - Monitor adherence to budgets, making suitable decisions and recommendations about allocation of resources as required.
  - Interpret data and information provided by Team Leaders and other external sources.
  - Identify, report and mitigate risks associated with customer service activities.
  - Brief Directors on customer service-related issues.
  - Maintain confidentiality and ensure all aspects of GDPR are adhered to inclusive of customer details and financial information.

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#### Other responsibilities

- Manage resources and work with other managers to ensure needs and objectives of business are met.
- Report to directors on compliance, risk and operational issues across area of responsibility.
- Maintain an understanding of TQUK's strategy and contribute to its implementation, identifying implications for own department.

- Work with directors to ensure department's views, needs and resources and risks are properly represented at senior level.
- Make authoritative, consistent, and consequential decisions relating to areas of responsibility.
- Drive a commitment culture, modelling, enforcing and recognising key non-negotiable behaviours in self and others.
- Identify implications of departmental and political priorities and strategy on own area to ensure plans and activities reflect these.
- Anticipate economic, social, political, environmental and technological developments to keep activity relevant and targeted.
- Create policies, plans and service provision to meet TQUK needs based on up-to-date knowledge.
- Ensure an in-depth and evolving understanding of the broad range of customer requirements is embedded in TQUK.
- Drive and deliver a culture that emphasises continuous improvement, efficiency and value for money.
- Understand the financial position of own area, the organisation and the wider economy and recognise impacts of this when delivering services.
- Understand the regulatory position of the organisation and frame all decisions in own area of responsibility within scope of regulatory requirements.
- Take responsibility for compliance of own departments, reporting, escalating, monitoring and resolving issues and improvements as required.
- Develop, implement, maintain and review systems and service standards to provide quality, efficiency and value for money.
- Champion principles of equality and diversity in all activities.