



Position: Customer Service Manager

Reporting To: Operations Manager

Status: Permanent

Salary: Negotiable dependant on experience

Hours: Full Time (basic hours are 9.00 a.m. to 17.30 p.m.)

Based: Manchester

The Company:

UTP Merchant Services Limited (www.utpgroup.co.uk) and its sister company Faster Processing Limited (www.fasterprocessing.com) are two of the fastest growing, innovative fintech organisations in the UK. Through a mixture of innovation and a focus on delivering outstanding customer service, we are committed to providing our customer base with market leading credit and debit card processing solutions. With a customer base of over 20,000 customers, approximately £3 billion is processed across UTP's estate of credit card machines each year with many hundreds of new customers being added on a monthly basis.

The Role:

Ensuring that the day-to-day Helpdesk team runs smoothly, the Customer Service Manager is responsible for ensuring correct methods are put in place to run towards maximum productivity. Overseeing the supervision of employees, with the expectation to project a working environment which encourages teamwork, energy and good morale.

Duties and Responsibilities include:

- Implement efficient processes and standards of calls and email responses.
- Coordinate customer service operations and find ways to ensure 'good customer feedback'.
- Help with the implementation of technology solutions – managing change.
- Manage relations with customers, vendors, partners and other stakeholders, including sales Managers with Manager call backs.
- Escalate risk and incidents to compliance team.
- Define, implementing and monitoring a call handling strategy that achieves the customer service targets that the company.
- Mentor and motivate teams to achieve productivity and rules of engagement.
- Report and measure on helpdesk performance.
- Cascade information to the team from senior management.
- Day to day people management – (holiday requests, rota).
- Allocating work and setting priorities.
- Monitoring work and checking quality with regular feedback to agents via 121s.
- Managing health and well-being of the team.
- Collaborate with fellow managers and supervisors across customer service/boarding/logistics and 2nd line functions to maintain excellent service to our customers.
- Implement quality management and oversee Q&A within helpdesk (call listening).
- Complaint handling of timescales and team response.
- Updating of Customer service phone system (IVR).





The Successful Candidate:

Will be able to evidence...

- Proven experience in management within a customer service environment.
- Excellent project, planning, change and time management capabilities.
- Familiarity with all business functions including HR, Compliance/Risk and IT.
- Knowledge of data analytics and reporting.
- Outstanding communication.
- Excellent leadership ability.
- Problem-solving aptitude.
- Good judgement and decision-making skills.
- Experience within payments industry preferred.

At UTP we recognise that our employees are our greatest asset and we like to reward your hard work with benefits that we think you will love!

Our aim is to continually support you in work, but out of work too. Here is a glimpse at what's on offer:

For your Pocket:

- Enhanced pension contributions.
- Discounts & Freebies on food / drink / tech / gadgets / entertainment and much more!
- Free eye tests with Specsavers.

For fun:

- Last Friday of the month - drinks on us!
- Quarterly team building event.
- Annual awards ceremony.
- Friday breakfast.
- Day off on your Birthday!

For your Wellbeing (Mind, Body & Soul) something for everyone:

- Access to our Employee Assistance Programme (offering confidential support and guidance)..
- Access to our online workout platforms (HIIT).
- Access to our meditation, hypnosis and yoga platforms.

For your continued Development

Access to our online learning platform.

Note: This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder will be expected to participate in this process and we would aim to reach agreement on any changes.

Due to the nature of our business all prospective employment offers will be subject to a satisfactory disclosure from the Criminal Records Bureau in accordance with the Rehabilitation of Offenders Act 1974 and the Police Act 1997.

