

JOB TITLE	Service Delivery Manager
LOCATION	Little Blakenham, IP8 4JU
REPORTS TO	Head of Operations
DIRECT REPORTS	Referral Management / Admin Team Leader, PMI Services Team Leader, Insurance Services Team Leader, Senior Workplace Service Administrator

MAIN PURPOSE OF THE JOB: (JOB SUMMARY)

To line manage IPRS Health operational team leaders and oversee their customer service teams, ensuring that all teams meet or exceed objectives in all areas of customer care, service delivery, business KPIs and client SLAs. To develop, launch and deliver innovative operational services to IPRS Health clients in the most effective manner, through optimum operational business processes and procedures.

KEY TASKS AND RESPONSIBILITIES: (JOB CONTENT)

- To recruit, develop, mentor, coach, train and support the team leaders in all aspects of their work and personal development, and ensure that they do the same for all members of their teams
- To devise and support optimum operational business processes in conjunction with the IPRS Health Operations Manager
- To ensure compliance with appropriate control procedures
- To contribute to IPRS Health's business strategy by supporting the development of new business and the retention of current contracts.
- To work with the Senior Clinical Leads to manage the clinical support to non-clinical staff with an aim to ensure a seamless patient journey
- To review and interpret monthly statistics and monthly Management Information in order to monitor operational quality and performance
- To manage the daily operations of the customer service and administration department
- To develop and implement customer service policies, procedures and service standards and training
- To plan, prioritise and delegate work tasks to ensure proper functioning of the department
- To ensure the necessary resources and tools are available for quality customer service delivery
- To review and monitor all customer compliments and complaints through to successful resolution, ensuring proper reporting, documentation and reviews are completed to identify improvements
- To monitor and ensure accuracy of reporting and database information, including invoicing
- To monitor and analyse relevant data to determine customer service outputs and customer satisfaction of the service and regularly report this to management
- To identify and implement strategies to improve quality of service, productivity and profitability
- To co-ordinate and manage customer service projects and initiatives to ensure continuous improvement
- To manage regular service audits with a key focus to provide quality assurance across the customer service teams
- To undertake any other duties compatible with the grading of the post, as required

COMPANY STANDARDS:

- To comply with the Corporate Data Protection Policy which covers all aspects of the organisation's business in both electronic data and manual filing systems
- To ensure that professional behaviour, appearance and attitude are maintained and the organisation's policies and procedures are adhered to

PERSON SPECIFICATION:

(E) Essential (D) Desirable

Education and Qualifications:

- GNVQ/NVQ Level 4 qualification or equivalent (D)
- Minimum of 6 GCSE/O level passes A-C or equivalent, including English and Maths (E)
- Relevant bachelor's degree (D)

Experience & Knowledge:

- A minimum of five years customer service experience (E)
- A minimum of three years' experience of managing a customer service contact centre / team (E)
- Experience of dealing with medical professionals and patients (D)
- Experience of using various Microsoft programmes and databases (E)
- Knowledge of performance reports and analysing statistics and management by KPIs (D)
- Experience of resource and capacity management within a customer service / contact environment (D)

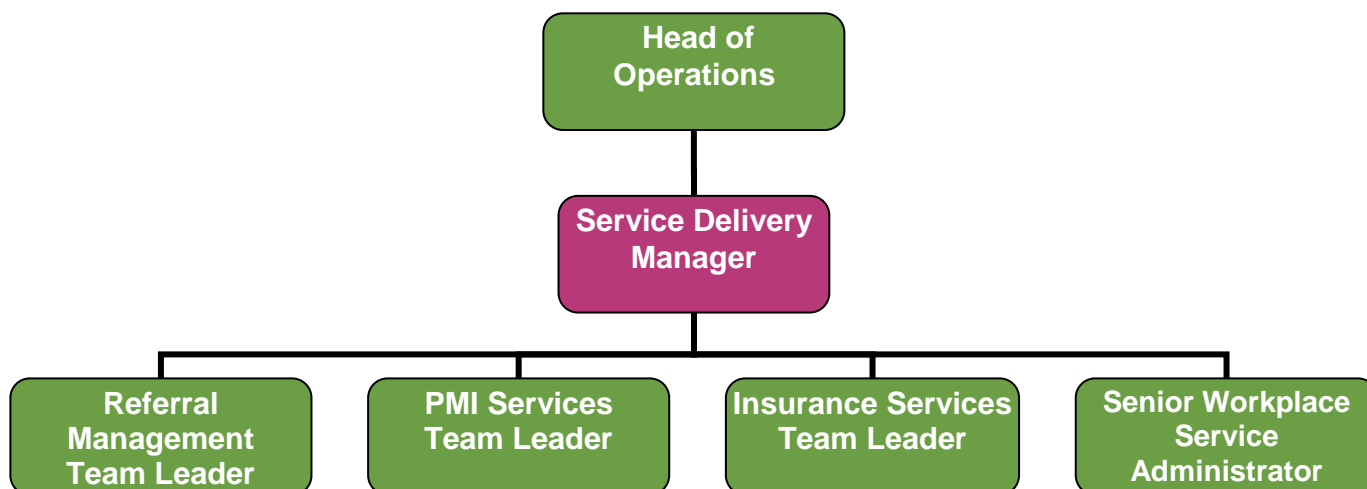
Skills & Abilities:

- Ability to lead, coach, train and motivate whilst still keeping focused on quality and productivity, driving performance through KPI's
- Ability to identify and implement ways to improve customer service functions
- Clear and concise written and spoken communication skills
- Attention to detail and the ability to record information accurately
- Ability to analyse statistical information and make recommendations on outcomes
- Ability to communicate effectively with internal and external customers and provide excellent customer service
- Ability to analyse problems, come up with effective solutions and implement these
- Ability to make decisions quickly
- Ability to plan and organise workloads effectively
- Ability to prioritise and meet relevant Key Performance Indicators in a demanding environment
- Team worker who is flexible and has a positive attitude to learning and self-development

DBS CHECK REQUIRED

Yes (Standard)

ORGANISATION CHART



Date: Oct 2018