



Creating great homes together

Role Profile

Position

Customer Care Operations Manager

Reporting to

Customer Care Delivery Manager

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- A fast paced, adaptable and highly collaborative environment. Your role will have a direct impact on our customers.
- Encouragement to try new approaches and new ways of getting things done.
- Working with talented and ambitious colleagues
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

What you are known for

- You have excellent communication skills including over digital platforms, you will be a great team player and will be able to adapt your communication style to a range of audiences, you will have a positive, can-do attitude.

What you take care of

- As the Customer Care Operations Manager, you will be responsible for the day to day running of the Customer Care Team.
- You will ensure that the team is resourced correctly and they are meeting all KPI's.
- You will be the day-to-day incident manager for any issues, you will work closely with all operational teams, and you will feed data and issues to the Service Delivery Manager.
- You will look to continuously improve performance and will work alongside the Customer Care Support Manager to ensure that the team have the correct training and resources to give an excellent customer experience.
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What you need to be successful

- Your strength will lie strongly within the operational side of Customer Care.
- You will be confident in your ability to influence to drive customer experience.
- You will be responsible for building relationships with various stakeholders.
- You will have excellent operational experience, be dynamic, agile and self-motivated, your decisions will always be Data-driven.

Qualifications required

Applicants with transferrable skills are encouraged to apply.

Approved: