



Creating great homes together

# Role Profile

**Position**

**Customer Care Supervisor**

**Reporting to**

**Customer Care Operations 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.
- First class training & support to learn new skills that will set you apart.
- Encouragement to try new approaches and new ways of getting things done.
- Working with talented and ambitious colleagues.
- Being at the front end of a great customer experience.
- 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

- Being passionate about customer experience and able to explain that to your team.
- Prioritising and multi-tasking.
- Working at pace without compromising on quality.
- Cool under pressure - role modelling what great customer experience looks like.

## What you take care of

- Day to day management of a team within our busy CX Hub - making sure customers get the best experience at the right time, first time.
- You put what our customers want at the centre of everything we do.
- You ensure all customer contact is managed and responded to.
- Providing training and support so your team can work at their best to meet the needs of our customers.

## What you need to be successful

- Great customer service and people management skills.
- An ability to make quick decisions to fulfil customer need.
- Able to spot trends and work out what to do about them.
- Engaging communication style.
- Able to work with others to deliver team targets & projects.

## Qualifications required

Applicants with transferrable skills are encouraged to apply.

- We value experience and ability to demonstrate capabilities developed. No formal qualifications are required for this role.

Approved: V1/0126088