



Creating great homes together

Role Profile

Position

Customer Care Support 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 will be innovative, confident and brave, and most of all you will be customer obsessed.

What you take care of

- As a Customer Services Support Manager, you will be the support to the operation.
- Your role will be dynamic and agile, and you will work across training, knowledge, quality, satisfaction and engagement. Your role will be key to the success of the operation.
- You will work closely with the Operations Manager to ensure that we have the right people following the right processes, delivering an excellent experience for our customers.

What you need to be successful

- You will have excellent communication skills –with experience in a Contact Centre environment. You will have sound knowledge of Customer Services Best Practice, and you will understand and be passionate about the important of a good Customer Experience.
- You will be confident and engaging, have a good set of technical skills and will be familiar with contact centre technology as well as CSAT.

Qualifications required

Applicants with transferrable skills are encouraged to apply.

Approved: