



Customer Services Manager

Job description

At QuidMarket, our mission revolves around providing individuals with secure, transparent, and affordable loans. We are committed to great customer outcomes.

We blend data analytics, credit file insights, and the personal touch of a human Underwriter on every funded loan.

We support our customers without scripts or diallers, and we'll never charge our customers late fees or default interest we still hold one of the lowest complaint upheld rates in the industry and one of the best repayment rates.

If you are a professional with a passion for excellence, then join us and be a part of a growing team where you can be part of managing our customer journey & and helping us drive customer-centric business practices.

The Role

- This role is to help build a culture of excellent customer services, support on delivery of our strategic objectives and guidance to our customer services junior manager and employees.
- Support the ongoing Customer Service plan and support assessing the effectiveness of our customer services offering & processes.
- Work with our compliance team to continually ensure our policies and procedures are adhered to, ensuring we have a strong customer services framework.
- Provide customer service MI with appropriate analytic analysis to head of customer services, to ensure management is up to date and are aware of key issues.
- Reporting regularly on team and customer effectiveness, identified risks, complaint handling, and customer outcomes.
- Lead and drive employee's understanding of customers and the impacts to our business.
- To support and encourage our customer services agenda.
- Support the head of Customer Services to ensure we are always giving the best customer outcome.
- Guide and support our junior managers and employees to recognise the right priorities to work on and ensure we are always giving the best customer outcome.
- Ensure employees can recognise vulnerable customers and know the best outcomes.
- Build a relationship with our compliance team and underwriting teams to grow a strong inter-department relationship and understand their direct correlation to customer services and vice versa.

Skills and Experience

- 5+ years of experience in customer services.
- Experience in high cost, short term lending is beneficial.
- Requires experience in building a team and establishing processes and structures from the ground up

- An understanding of UK financial services and/or experience working in the financial industry.
- An ability to help build a culture where customer outcomes are the focus.
- Good communication skills
- Ability to develop professional relationships and to influence colleagues at all levels.
- Good team management and people development skills, ensuring a culture of leading by doing.

Benefits

- 33 days annual leave (incl. bank holidays) with an additional day per year of service (capped)
- Annual bonus based on personal and company performance.
- Hybrid working opportunities after probation period
- Health Insurance
- Company pension scheme
- Games and breakout room
- Modern city centre offices near tram/bus stops/car parks
- Casual dress
- Employee Assistant Programme
- Social events
- Strong ethical and family culture

Job Types: Full-time, Permanent

Pay: £45,000.00 - £50,000.00 per year

Schedule:

- Day shift
- Monday to Friday