



## Job Description

<b>JOB TITLE</b>	<b>Lead Operations Support Specialist (Reepham, Norfolk)</b>
<b>REPORTING TO</b>	Operations Support Manager (Head of Operations Support during maternity cover)
<b>WORKING HOURS</b>	Working hours are typically 9am - 5pm Monday - Friday although there is reciprocal flexibility to meet the needs of the jobholder and the business
<b>PLACE OF WORK</b>	Varying between the Reepham office and home

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### Role summary

Lead Operations Support Specialists position provides an exciting opportunity to be part of a team focused on providing high levels of service to our internal customers and building positive personal relationships with stakeholders.

The Operations Support Team collaborates with teams across the organisation to deliver innovative solutions to challenges our external and internal customers are facing. Whether that's in those first important moments when they contact us to talk to us about a potential holiday, confirming a booking, or on holiday or post-holiday support.

The Operations Support Team have 3 key goals when delivering solutions to the business;

- Operational efficiency
- Customer experience; internal and external
- Income generation

More on the key responsibilities for this role can be found below.

The team is based at the company's Group Services office in Reepham but works closely with teams across England and Wales to understand challenges and deliver company-wide change initiatives

### Key responsibilities

- Line Manager for the Operations Support Specialists
- Accountable for the quality of the service and performance delivered by the Operations Support Specialists
- Identify opportunities for reducing service failures and improving customer experience
- Accountable for the project management and operational integration of new businesses into the TOCC portfolio
- Monitoring and continuously improving **tabs** transactional communication to manage our demand and improving the external customer experience

- Monitoring and continuously improving the self-serve provision for our internal customers
- Coaching team members to excel at providing a positive customer experience
- Collaborate with the Change & Implementation and Adoption Specialists to successfully support change to the business
- Build relationships with key stakeholders to maximise alignment, collaborate on common objectives, manage expectations, and synergise for success
- Manage team workload and stakeholder communication
- Provide excellent experiences to our internal customers across all channels
- Occasional travel to other Original Cottages offices within the UK
- Responsible for continuous personal and professional development
- Compliance with applicable data and consumer protection legislation (EG GDPR, H&S, PCI, etc)

### Responsibilities for everyone in the Original Cottages Family

- Support and promote the company’s purpose, vision and values, using them to underpin your working practice
- Work collaboratively, constructively and courteously with your immediate team and colleagues across the business
- Use IT systems and equipment effectively, in line with company policy and agreed best practice
- Adhere to all relevant workplace regulations, policies and procedures, including those relating to equality and diversity, health and safety and data protection
- Undertake any other tasks that may reasonably be requested, including contributing to business projects

## Person specification - our perfect candidate...

### Experience & knowledge

Essential	Desirable
<ul style="list-style-type: none"> <li>● 2+ years of providing customer service</li> <li>● 2+ years in Line Management</li> <li>● Experience in stakeholder management and managing a pipeline of work</li> <li>● Customer Support Operations</li> </ul>	<ul style="list-style-type: none"> <li>● 2+years of providing internal customer service</li> <li>● 3+ years in Line Management</li> <li>● TOCC Operational platforms</li> </ul>

### Skills

Essential	Desirable
<ul style="list-style-type: none"> <li>● Excellent communicator both verbally over the phone/video, in writing and face to face to all levels</li> <li>● Ability to focus on the highest value priorities using a methodical and organised approach</li> <li>● Coaching and developing team members</li> <li>● Delivering high levels of customer service</li> <li>● Team player who enjoys working as part of a wider team</li> </ul>	<ul style="list-style-type: none"> <li>● Using operational platforms to deliver service such as booking systems, phone/email/live chat etc</li> <li>● Data analysis</li> </ul>

## Qualifications

Essential	Desirable
<ul style="list-style-type: none"><li>● GCSEs in English and Maths</li></ul>	<ul style="list-style-type: none"><li>● Customer experience qualifications</li><li>● Educated to A level or degree level</li></ul>

## Personal attributes

Essential	Desirable
<ul style="list-style-type: none"><li>● Polite, approachable, friendly, and honest</li><li>● Ability to challenge others</li><li>● Methodical and organised</li></ul>	<ul style="list-style-type: none"><li>● Fun - our unofficial value!</li></ul>

## Key Performance Indicators - how we measure success...

- Service performance KPI's e.g
  - Customer satisfaction
  - Time to resolution
  - First reply time
- Impact on Operational performance as a result of work delivered
- Wider stakeholder feedback

## Benefits

- Competitive rate of pay depending on experience
- 22 days holiday (including bank holidays) + your birthday
- Contributory pension scheme
- Training and development
- BUPA Employee Assistance Program
- Regular team innovation sessions and socials