



Job Description

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

Role summary

The Support Specialist 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

- Provide high level of service to our internal customer support focused on;
 - Quality of responses
 - Tickets solved & satisfaction
 - Response times
 - Continuous improvement
- Business support for wider roll-outs which affect operational change
- Work with the Implementations Team on project opportunities for Continuous Improvement
- Acquisitions Project Management and/or support
- Provide feedback to the wider team on the success of rolling out business change

- Analytical approach to transactional customer communication to manage incoming demand into our Customer Experience Teams
- Continuously improving the self-serve provision for our internal customers
- Compliance with applicable data and consumer protection legislation (EG GDPR, H&S, PCI, etc)
- Responsible for continuous personal and professional development
- Build relationships with key stakeholders to maximise alignment, collaborate on common objectives, manage expectations, and synergise for success
- Occasional travel to other Original Cottages offices within the UK

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"> ● 2+ years of providing customer service 	<ul style="list-style-type: none"> ● 2+years of providing internal customer service ● Experience in Operational roles and/or environment ● TOCC Operational platforms ● Continuous improvement experience

Skills

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

Qualifications

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

Personal attributes

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

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