

Job Description –goHenry Ltd – Member Services Manager

Full Time Permanent Contract

Overview

Are you interested in working within the fast emerging Fintech sector? goHenry Ltd (www.gohenry.co.uk) provides a digital pocket money service for parents with children. We enable more than 100,000 families to handle their pocket money online via our website www.gohenry.co.uk and mobile app. Parents can make automated weekly pocket money payments, set tasks for their children, savings targets and invite relatives to be part of the child's financial education. The children are able to earn, save and spend within the limits set by the parent on the account.

Our goHenry Member Services Team is available 8am – 8pm 7 days per week and so the desire for flexibility from goHenry will need to be understood by any successful candidate.

Reporting to the Head of Ops & Member Services, we offer this role at a massively exciting time for goHenry forecast to continue its fast paced growth. Our Member Services Department has been established since January 2015 but with the huge growth experienced in the past 12 months we have now doubled the size of the department to 14 full time equivalents and moved to our new office in central Farnborough with a view to increasing this number to 20.

The Candidate

We are looking for an experienced Customer Service Manager, highly organised, comfortable working in a fast paced environment with change, a constant companion! Experience in the financial or banking sector would be an advantage.

Areas of Responsibility:-

- Supporting department head to achieve outstanding results
- Day to day management of Member Services staff
- Performance reporting against company set SLAs & taking action to improve where necessary
- Rotas for daily tasks & reporting that the daily tasks achieved

- Ensuring the highest level of service to the members is maintained at all times
- Dealing with escalations & complaints in the first instance
- Quality Assurance – Reviewing calls, emails, instant messaging chats and any responses given by the team via our social channels (Facebook, Twitter & Instagram)
- Monitoring of email, call & Live Chat queues to ensure priorities being met
- Training – Both initial & subsequent
- Keeping accurate records of member communications
- Improvement of current procedures, processes & standards for goHenry
- Keeping up to date with the goHenry product and ensure that team members are also.

Skills Required:-

- Candidate will need to be confident to work independently to run call centre that is separate from the goHenry head office based in London
- Strong organisational skills
- Competence when using standard IT packages – Advanced Excel & PowerPoint required.
- Strong communication skills both for dealing with staff, other departments and members.
- Confidence, patience, politeness tact and diplomacy when dealing with difficult situations
- Problem - solving
- Creative
- The ability to work under pressure

Salary & Benefits

- Salary - £28 – 30k per annum
- Holiday – 25 days per annum
- Pension – There will be a contributory staff pension in place from January 2017

Please submit your CV to working@gohenry.co.uk

DIRECT APPLICATIONS ONLY – NO AGENCIES PLEASE