

Job Description –goHenry Ltd – Member Services Manager

Full Time Permanent Contract

Overview

goHenry is a dynamic, fast-growing business in the FinTech sector providing a web and mobile based prepaid debit card solution for families, children and teenagers to address the lack of financial products for this market in an increasingly cashless society. Listed in KPMG's Top 100 FinTech companies, our aim is to provide an engaging framework for young people to develop money skills with parental controls thereby encouraging earnings, savings and spending within a safe environment.

We enable hundreds of thousands of families to handle their pocket money online via our website www.gohenry.co.uk and the goHenry mobile app. Parents load their account via either debit card or bank transfer and 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.

To look after all our lovely members, our goHenry Member Services Team are 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, and working closely with our team supervisors, 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 increased the size of the department to 18 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 a highly experienced Customer Service Manager, extremely organised, comfortable working in a fast paced environment, with change, a

constant companion! Experience in the financial or banking sector would be a definite 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
- Proven 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
- Flexible timewise
- The ability to work under pressure

Salary & Benefits

- Salary - £32,000 per annum
- Holiday – 25 days per annum
- Pension – contributory staff pension in place