



**Evening Supervisor – gohenry Member Services
GU14 Farnborough, Hampshire**

Job title: Weekend Evening Supervisor – Member Services (Saturday & Sunday 14:00 – 22:00)	Employment type: (Permanent Part Time) Based in Farnborough, Hampshire
Closing date for applications: 31-01-2019	Employer gohenry Ltd
<p>The Company: gohenry was founded by parents in 2012 and offers a pocket money app for families with children linked to a Visa pre paid debit card. It has since grown to become the leader in the UK market with over 500,000 active parents and children. We also operate in the US and support our US customers from our UK offices. Our mission is to make ‘millions of kids great with money’. The product is built around core money pillars of ‘Earning, Spending, Saving and Giving’ and our aim is to provide a world class customer experience to all our members.</p> <p>The Role: We are looking for an enthusiastic candidate to join us and supervise our weekend evening Member Service teams based in Farnborough, Hampshire. This is a position requiring customer service experience, supervisory experience, and, if we really strike it lucky, previous banking experience. This role involves an evening work pattern that might suit a family trying to juggle expensive child care, or maybe you just like working at night and are ready for your next challenge!</p> <p>The Job description: The successful candidate will be joining our fun & friendly team at a crucial stage in our growth as one of the UK’s major FinTech companies. An exciting opportunity to help continue our work building an excellent Member Services Team who provide the very best in service to our members, both domestic and international. Your role will primarily be to supervise team members in support of Management to ensure that we are providing a consistent, friendly, knowledgeable, efficient customer service experience to both the parents and children holding gohenry accounts. Our Member Services Team are available 8am – 10pm, 7 days per week.</p>	
<p>Duties & Responsibilities to include, but not limited to:-</p> <ul style="list-style-type: none"> ● Dealing with any escalations/queries from the Member Service Team ● Dealing with escalations to Management 	

- Monitoring contact channels to ensure we are responding dynamically to customer needs
- The allocation of tasks to the team for each shift to ensure department SLA's are met
- Ensuring all tasks are complete by the end of each shift with the completion of a handover to the following days team/supervisor
- Assisting in the creation of management reports
- Using gohenry systems to answer email, phone & Live Chat queries
- To ensure that prompt attention to queries and comments made via social media – Facebook & Twitter
- You will be answering general technical queries about the gohenry website and mobile app
- You will be answering queries regarding customer statements and financial activity
- You will be providing a friendly, helpful advice to both parent and child account holders
- Administrative tasks
- Support Member Services Management
- Customer call backs

Qualifications/Skills required:

- Proven ability and experience working in a supervisory capacity
- Previous call center and/or retail banking experience helpful but not essential
- Ability to work independently
- Able to lead and inspire loyalty
- Ability to be flexible in a role
- Excellent organisational skills
- Excellent phone manner essential
- Excellent written and verbal skills
- Good technical skills – comfortable learning new systems
- Working knowledge of Excel & Word.

The Salary & Benefits :

- **Annual Salary £22k (The role calls for 15 hours per week - Pro Rata £8,800)**
- **Perkbox**
- **Company pension**
- **Regular company socials**

Contract length: (if temporary)
N/A