

Role Description

Title: Inbound Operations Manager

Reporting To: Head of Operations

To: To direct and control all **mail processing, scanning, banking, UK data capture and supporter services** operations of the company to ensure that business objectives are met efficiently and effectively.

In a way that: Is efficient and effective leading to exemplary feedback from clients and internal stakeholders

So that: Woods Valldata inbound operations are acknowledged as sector leading.

Key priorities:

- **Strategy** - contribute to the development of the company's corporate strategy and lead strategic development in the areas of mail processing, scanning, banking, UK data capture and supporter services to ensure the company achieves its short and long-term objectives
- **Team wellbeing** – direct and control all mail processing, scanning, banking, UK data capture and supporter services employees to ensure that they are appropriately motivated and trained and carry out their responsibilities to the required standard
- **Client SLA's** – ensuring client SLA's are achieved and that client feedback is exemplary
- **Confidentiality** – is professional and confidential always, conducting yourself with integrity in all matters relating to the company, its information, reputation and its employees and clients

Departmental priorities:

- Develop and maintain business SLA's in-line with client expectation while ensuring budgetary discipline is enforced
- Lead and drive change in the processes we currently undertake
- Drive the development and implementation of a Performance Management culture to ensure our employees receive the coaching and leadership they require to deliver on our business goals and with clear alignment to service excellence and with the client at the forefront of everything we do
- Maintain and enhance processing performance standards across operational areas using change experience to deliver productivity and efficiency improvements
- Work with existing suppliers and develop further service enhancement opportunities to deliver on both our financial and our service delivery targets
- Manage all contracts and agreements where you are the relationship owner
- Produce daily, weekly and monthly reporting of operational performance
- Help to maintain our Business Continuity Plan (BCP)
- Challenge the status quo of our business and drive a continuous improvement culture while ensuring compliance with regulatory and client requirements by introducing the concept of Right First Time (RFT) across the business
- Establish effective relationships at a day-to-day level with colleagues, existing clients, and prospects

Key performance indicators:

- Multiple workstream KPIs attainment
- Client SLA attainment
- Incident Management KPIs attainment

Essential skills:

- Recent and significant experience of managing large teams more than 40 staff in multiple work streams
- Excellent interpersonal skills and the ability to build effective working relationships at all levels and across departments
- Strong IT skills including advanced capability in Outlook, Excel, Word and Powerpoint and an ability to learn new systems
- Demonstrable ability to work in an environment which is agile and is driven by fast changing volumes of work
- Strong trouble shooting and problem-solving skills and ability to compile information from multiple inputs

Desirable skills:

- Kaizen or Lean Six Sigma experience