

Role Description

Title: Inbound Operations Manager

Reporting To: Head of Operations

To: To direct and control all **mail processing, scanning, banking, and UK data capture** 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 Group Inbound Operations are acknowledged as sector leading.

Key priorities:

- **Strategy** - Development and continuous improvement in the areas of mail processing, scanning, banking, and UK data capture to ensure the company achieves its short and long-term objectives.
- **Department efficiency** – by reducing department costs as % of sales - through efficient working and continuous improvement
- **Team wellbeing** – direct and control all mail processing, scanning, banking, and UK data capture employees to ensure that they are appropriately motivated and trained to carry out their responsibilities to the required standard.
- **Organisation** – ensuring the departments are always clear, tidy, and impeccably organised
- **Client SLA's** – ensuring client SLAs are achieved within budget 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

General priorities:

- System, data, and physical security within departments
- Health and Safety of all departmental areas
- Ensure all departments are organised and properly resourced during peak times
- Ensure continued compliance with PCI and GCRTS and other relevant standards
- Hold regular improvement discussions with other department leaders
- Ensure regular staff appraisals are held and that all staff are clear on their role and objectives
- Participate and take an active role in meetings, offering opinion, and helping lead debate
- Ensure staff are aware and trained in the company Information Security Management System
- Ensure robust documented Standard Operating Procedures exist for all key aspects of departmental activity (reviewed annually)
- Prepare and present monthly report covering all agreed KPI's, department updates and other relevant information

Departmental priorities:

- Develop and maintain business SLA's in-line with client expectation while ensuring budgetary discipline is enforced throughout Inbound Operations
- Lead and drive change in the processes we currently undertake within inbound operations
- 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. (Following existing Woods Group supplier management policy)
- Manage all contracts and agreements where you are the relationship owner
- Produce daily, weekly, and monthly reporting of operational performance
- Develop and implement clear and visible 'real-time' dashboard of SLA's and daily business performance
- Help to maintain (including testing) 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: (monthly)

- Cost to open post v target
- Cost UK data capture v target
- Cost to bank v target
- Client SLA levels v target
- No of incidents in department (reported by compliance)

Essential skills:

- Proven management experience leading team of 20+ employees (including payroll, performance management, HR, and workflow assignment)
- Drive up quality standards & efficiency through process & continuous improvement
- Passionate about achieving results and consistently achieving client Service Level Agreements
- Be competent in two or more production, operations, logistics or supply chain areas with an impressive record in a similar fast paced environment
- Exceptionally strong leadership skills
- Excellent communication skills both verbal and written
- Able to demonstrate highly effective problem solving and analytical capability
- Thrive on change, operate with flexibility and a commitment to get the job done

Desirable skills:

- Educated to degree level
- Project Management experience
- Knowledge of Lean, Six Sigma methodologies would be advantageous
- ILM Leadership
- Strong leadership management

Obligations:

- a. This job description is subject to the Policies and Procedures of the Company and all staff are required to acquaint themselves with those applicable to this post.
- b. Under the Health & Safety at Work Act 1974, the Company has a duty to ensure as far as is reasonably practicable, the health, safety, and welfare of all its employees. There is also a duty of care on all employees under the same legislation. There is a written statement on general policy regarding Health & Safety at work. Your attention is particularly drawn to this policy, and you must make yourself aware of its contents.
- c. This job description will be subject to annual review and amended to meet the changing needs of the Company.

This job description is subject to the Terms and Conditions of service of the company.

We are one team. We strive for the highest standards. We take ownership. We believe in people. We show integrity.