

Role Profile

Job title	Branch Manager
Function	Customer Services
Department	Branches and Savings
Position	Permanent and Full Time
Location	Derby Branch
Reporting to	The Head of Branches and Savings
Responsible for	A team of Customer Service Assistants

About the Role

We are looking for an individual with high motivation, great leadership, and communication skills to lead our branch team at Derby. You must be passionate about providing excellent service and be prepared to work closely with other Branch Managers and our Savings Managers to support the society's aims to continuously improve our efficiencies and processes whilst leading your team in branch.

Key Tasks & Responsibilities

- To manage the branch team to respond promptly and accurately to customer enquiries and requests.
- To lead, motivate and develop the branch team to achieve branch objectives across the Society's range of products & services.
- To provide line management to the branch team, including conducting effective performance reviews, 121's, observations, call monitoring, identifying training needs and developing Line Reports.
- To be a role model for the branch team observing the Society's brand values (Trustworthy, Personable and Progressive) and behaviours.
- To provide effective leadership, technical support, and expertise to the branch team. Undertake any other duties or special projects within the responsibility of the job role as required.
- Take ownership of complaints at first point of contact wherever possible & provide timely communications to members in line with procedure.
- To effectively resource plan, manage attendance, annual leave & work with other Branch Managers to ensure you meet the needs of our members both visiting face to face & calling us.
- To develop and maintain the customer base within the local area of the branch to achieve Society objectives, attractive & retain savings balances through regular observations, 121's & discussions with your team.

- To be forthcoming with new ideas and initiatives to create new business opportunities.
- To build and maintain successful business relationships with the Society's third-party partners to increase lead generation.
- Ensure awareness and understanding of Conduct Risk, including the principles of consumer duty, throughout the branch team and always consider customer outcomes.
- Regulatory compliance and control within the area of responsibility.
- Maintenance of records to a standard to enable internal and regulatory reporting as required.
- To maintain & develop the required level of industry & Society knowledge, competency & skill required for the role.
- Carry out Supervision and delivery of training and competency for the branch team.
- Be able to manage your time to prioritise conflicting demands, whilst maintaining being approachable, calm and resilient, being the leader of the team.

Behaviours

At The Loughborough we recognise that how we behave directly impacts our members' experience. We want people with a positive approach to our expected behaviours;

- Focus on Member – Exceeding the expectations of our internal & external customers.
- Focus on Society – Knowing where we want to be, what success looks like and exceeding expectations. Taking personal responsibility for achieving excellent business results.
- Focus on Teamworking – Working together continuously & promoting co-operation to achieve our business objectives.
- Focus on Improvement – Continuously strive for innovative and better ways to deliver our business.
- Focus of Self – Meet future challenges by building knowledge and experience and acting as a role model for personal development.

Skills & Experience

- Experience in managing teams within a building society / bank of similar financial services environment is essential.
- Experience of telephone, postal and digital savings account administration is desired.
- Experienced in providing both face to face & telephone-based customer service and in dealing with customer correspondence essential.
- Complaint handling experience essential.
- Understanding and application of relevant regulatory requirements aligned to vulnerable customers and consumer duty essential.
- Proactive and motivational team builder.
- Training, coaching and performance management skills essential.
- Confident and effective communication skills, written and verbal is essential.
- Strong planning and organisational skills with ability to prioritise tasks and to work under pressure to meet deadlines.
- Problem solving and analytical skills.
- Confident with technology and IT systems.
- Ability to absorb new information and learn new skills with ease with a growth mindset.

What you'll love about us

- Equal opportunities –We're committed to the principle of equal employment opportunities for all and to providing employees with a work environment free from discrimination and harassment. All employment decisions at The Loughborough are based on business needs, job requirements and individual qualifications, without regard to all nine protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation) We won't tolerate discrimination or harassment based on any of these characteristics.
- Flexible working – a great work / life balance with our flexible working scheme.
- Rest and relaxation – 25 days holiday plus bank holidays, increases with length of service.
- Health benefits – Bupa
- Prepare for the Future – Employee pension scheme through Aviva with 7% company contributions, increases with length of service.

How to apply

Send us your CV and tell us why this is the job for you to careers@theloughborough.co.uk

Closing date for applications is 8th of May 2024.

We'll be in touch to arrange interviews, but if you're not quite the right person for the role we'll let you know why.

We anticipate holding interviews in the week commencing 13th of May 2024.

This is a full-time role based in our Derby branch, there will be an expectation to join the team in working on Saturday mornings on a rota basis.