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| **Secure Trust Bank Senior Operations Efficiency and Outcome Manager** |
| **Job Level**: 6**Career Path:** Management**Core Job Title:** Business Lead 1**Reporting** **To**: Director of Strategic Delivery**MRT:** No **Location**: Solihull, Cardiff, Hybrid |
| Secure Trust Bank is an established, well-funded, and capitalised UK retail bank providing savings accounts and lending services to over a million customers. In 2022, the Group celebrated 70 years of helping consumers and businesses fulfil their ambitions.Our customers are at the heart of everything we do, but we can’t achieve our customer-focused strategy without the right people in our team. At Secure Trust Bank, we know that people are our biggest investment, which is why a career with us is not just a job. It’s the chance to be part of something bigger, to add real value to the bank and to help us constantly improve in order to achieve our ambition of becoming the most trusted specialist lender in the UK. We believe in giving our staff autonomy, with initiative and exceptional performance recognised through a variety of individual and team awards and incentives. All our employees have a tangible impact on the group’s core values, and we are looking for candidates who are enthusiastic, proactive, and enjoy working in a fast-paced environment.  |
| **Job Description** | ***Job Purpose***The role will have a deep understanding of customers and business needs by driving the vision of outstanding processes and customer interactions which exploit opportunities for growth, reducing risk, promoting efficiencies and consistency achieving positive customer outcomes in a deadline and results driven environment. The role will manage a team with a wide range of responsibilities which include improvement professionals, product experts, and change specialists. The success of the team will have a major influence on the operational teams achieving key objectives given the direct influence they will have on operational efficiency and outcomes, which will set the agenda for changes being delivered.***Key Responsibilities**** Design the vision and strategy for managing a diverse team whose responsibilities include process improvements, root cause analysis, development of subject matter expertise, colleague training, delivery of changes and strong governance.
* Develop and track Key Performance Indicators, with a particular focus on those that unpin our commitments to embedding positive consumer outcomes, using data and analysis to make decisive decisions on priorities to maximize opportunities identified.
* Lead efforts to gather and understand customer insights through customer feedback, complaints, quality assurance, data analysis, root cause investigations and through to firm change initiatives and follow up to ensure benefits have been realized.
* Ensure that our continuous improvement activities are approached with a data led lens, creating clear views of opportunity/friction points with have measurable benefits delivered using best in class methodologies.
* Work alongside senior operational management teams to challenge current processes and standards and develop new, more efficient, and effective ways of working.
* Work in collaboration with change teams, technical teams, and operational teams to deliver high quality improvements driving operational efficiency and positive outcomes.
* Maintaining and developing a dynamic knowledge base of our products and processes whilst providing expertise to change enablers.
* Collaborate with cross functional teams, specifically product, technology, operations, compliance and change to ensure operational efficiency and positive consumer outcomes are embedded within the business.
* To methodically address a wide range of bespoke and often urgent requests managing resource and therefore stakeholders within a continually changing environment.
* Map and analyse the customer journey, identifying key touchpoints and opportunities for improvement.
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| **Specification** | ***Skills/Knowledge/Experience**** Proven experience in leadership role within customer support and customer experience domains.
* Minimum 5+years of experience in a CX or Business Change role.
* Experience of working with varying operational teams.
* Stakeholder Management experience with proven ability to influence and drive both customer and commercially advantageous outcomes.
* Experience of change management or operational excellence methodologies, such as PRINCE2, PMP, Lean, Six Sigma etc., in a regulated environment.
* Experience of delivering change in financial services would be advantageous.
* Strong planning and organisational skills
* Good communicator with confidence to constructively challenge and collaborate with internal and external stakeholders.
* Team focussed with proven successes in collaborative cultures.

***Qualifications**** Professional qualification in change management or operational excellence.
* Other change qualifications, such as PRINCE2, PMP, Lean, Six Sigma etc. are preferable.

***Competencies**** Risk Aware – We keep our customers and us safe and secure
* Customer focused – Our customers are at the heart of everything we do
* Ownership – We need to take personal responsibility
* Performance Driven – To become the most trusted specialist lender in the UK we need to each take personal accountability for our performance
* Teamwork – We achieve more when we work well together
* Future Oriented - Embracing change and implementing good ideas gives us the competitive edge
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