

Quality Assurance Manager

Salary circa £30,000pa

Location: Maitland House – Southend – On-Sea

Overview:

This is a crucial role which reports into the Head of Operations, driving forward quality improvements & compliance within the Group through the identification and implementation of 1st and 2nd line checks. Effectively manages the Quality Assurance team ensuring that work is delivered to a high standard and within agreed timescales.

This role will suit someone who is passionate about delivering best in class service to our customers, has excellent attention to detail, with a logical, objective approach, and who is also able to communicate at a senior level their findings in a structured & effective way. They need to be able to collaborate and build strong relationships with key internal and external stakeholders.

Key Responsibilities:

- Effectively develop and manage the Quality Assurance Team & its prioritised work-stack.
- Develop and implement the 1st and 2nd line checks across the Group that show tangible benefit towards reducing incidents and improving process efficiency & accuracy.
- Make recommendations for improvements to peers, Heads of Departments and Board based on findings as appropriate and deliver through well thought out reports and face to face delivery as required.
- Proactively review checks in place and provide recommendations to improve procedures and policy.
- Manage the company wide reporting, analysis and operational elements of the **Nett Promoter Score** activity.
- Responsible for the effective management & upkeep of operational process maps, ensuring these critical documents are accurate, relevant & driving value to customer & front-line staff.
- Deliver and review an on-going plan of work assigned through the team and review FTE required against budget and forecast with a view to refine where possible.
- Provide progressive management information which clearly shows the performance & benefits of the team and progress made.
- Ensure regular management information & reports are provided, clearly showing complaints data and the activities and progress through root cause analysis.
- Drive and promote a culture that encompasses exceptional communication, teamwork and professionalism.

- Driving forwards first contact resolution rates to a best in class level, using the outputs from Quality, MI, NPS, CSAT, Complaints Data etc.
- Implementing quality checks around UAT to ensure quality of test cases etc.
- Initiating conversations around more refined service levels based around EOS data.
- Represent the team/s for bids and for projects.
- Any other adhoc duties as required.

Skills and Experience:

Required:

- Operations / Contact Centre experience
- Experience of working in a regulatory environment or within a directly authorized firm in the financial services/insurance arena.
- Minimum of three years management experience.
- Experience of working within a Quality Assurance Framework

Beneficial:

- Audit & Compliance experience.
- Understanding of Nett Promoter Score
- Knowledge Management background

Competencies:

- Communication
- People & Personal Development
- Team Work
- Customer Focus/ Results / Excellence

About Us

The Hood Group is a privately owned business providing insurance solutions for over 30 years to some of the most well respected brands, insurance partners and financial intermediaries. Established in 1983, we came from modest beginnings in the City of London with a small team of passionate people who wanted to help change insurance for the better. We offer our partners an end-to-end service; from product and quote platform design through to sales and retentions. The Hood Group is now one of the largest employers in South East Essex with around 180 staff, award winning services and cutting edge technology.

We invest in the careers of all our staff, through training, qualifications and by providing a pro-active learning environment. We understand the importance of staff wellbeing and maintaining a good work/life balance and also provide opportunities such as flexible working and career breaks. There is a Group funded Sports and Social committee and we provide free local gym membership, seated acupressure massages, and fitness classes in our onsite Wellbeing studio. On completion of probation we also provide an excellent benefits package that includes life assurance, pension scheme, medical cover, permanent health insurance and much more.