

Savings Distribution Manager – Permanent, Full time – Hybrid working.

This is a great opportunity to join Bath Building Society's Commercial Team and help us in delivering excellent customer service to our Members and in particular our Savers.

The role is based at the Society's Head Office, but the successful candidate will have some flexibility to manage their own working pattern between home and office subject to any training needs and core business requirements. Typically we would expect attendance at Head Office at least 2 days a week and this would be agreed with the Chief Commercial Officer.

Located on Queen Square in the centre of the beautiful city of Bath, the Society has been serving the city and supporting our local community since 1904. As a mutual Society we are committed to being an employer of choice, creating a diverse and inclusive team, managing our environmental impact, and supporting our local community.

We are proud of the strong supportive culture at the Society. It's a highly collaborative environment with great team spirit and we're all passionate about giving Members a personalised service.

There's a lot of exciting business change initiatives taking place right now and you'll be working with great people who know their stuff and are committed to making change happen, while remaining true to the Society's core values.

What you'll be doing:

Working with the Chief Commercial Officer, the Savings Distribution Manager will manage the growth and pricing of the personal Savings products and will be responsible for the effective management of the risks and costs relating to our savings products – including ensuring our products comply with Consumer Duty requirements.

Key responsibilities:

1. Be the Savings Product 'expert' responsible for the pricing, development and delivery of appropriate Savings products and strategies to deliver growth targets at an acceptable cost to the Society. To include relationship management of agreed key business introducers.

2. Maintain a deep understanding of the Savings market and best practices using this to identify and deliver opportunities for continuous improvement through increasingly digital channels.
3. To drive forward all Customer Relationship Management and Retention Strategies by promoting the channels that are most suitable to the customer – including Bath Online and the Mobile App.
4. Assist in the coaching and development of the Savings team, creating a culture of delivering continuous improvement and excellent customer service through Bath Online, the Mobile App, Live Chat, telephone, and email and increasingly by use of new technologies.
5. Work closely with the Business Change team ensuring that all agreed projects are delivered on time and that expectations are well managed
6. Taking ownership of the identification of root cause analysis resolution for all product design and pricing related complaints ensuring they are effectively and compliantly managed.
7. Ensure that all operational and regulatory risks associated with our Savings Products are effectively managed.

Skills and Competencies:

- A commercial outlook with a passion for delivering positive customer outcomes.
- Well organised with good product and project management skills and an ability to get things done through others.
- Experience of working in Financial Services or similarly regulated industries.
- Skilled in and familiar with structured approaches to people management and coaching.
- Networking, negotiation and influencing skills.
- Ability to work alone, in a team and to inspire a team to achieve excellence.
- Sound judgement and decision making.
- IT competent including WordPress, Microsoft Suite of products and ideally Society systems including those provided by likes of SOPRA.
- In depth understanding of the Savings market and products.
- Intermediate level for Power BI Dataset, Azure Synapse Analytics and Azure Databricks (desirable). If not, training will be provided.
- PRINCE2 Practitioner or equivalent (desirable)

Why join us?

Here's just some of the reasons our colleagues are attracted to work for Bath Building Society:

- Central Bath location with hybrid working opportunities when the job allows.
- Competitive salaries and a good work life balance, we don't expect you to work silly hours.
- Holiday allowance of 27 days (plus bank holidays) with the option to buy an additional five days.
- A day off on your birthday.

- A day off every year to take part in our community volunteering programme.
- Generous pension scheme.
- Life Insurance (four times your salary).
- Healthcare benefits after a qualifying period.
- Charity Fundmatching scheme.
- Support from Mental Health First Aiders.
- Sharing in Success: Annual bonus scheme based on both the performance of the Society and your individual performance.
- Access to employee discounts portal to enjoy discounts off nationwide brands.
- We also have regular social events and some of the best parties!

Interested? Please send a cv and covering letter to careers@bibs.co.uk.

Closing date: 22nd December 2023.

*We reserve the right to close this vacancy early if we receive sufficient applications for the role. So if you are interested, please submit your application as soon as possible.