

## **Branches Manager – permanent, full time.**

This is a great opportunity for a customer focused individual with a passion for service to join Bath Building Society in a new role created to support the Head of Savings Operation with the day to day running of our two Branches in central Bath and Oldfield Park.

This role is based between the two Branches, with one day in Head Office/home based once settled into the role. The Branches Manager will ensure the efficient running of the Branches team, continually improving performance and professional standards of customer service, along with processes.

With a Head Office 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.

### **The role:**

Reporting to the Head of Savings Operations, the Branches Manager will be responsible for the effective management of customer money transfers, growth of the personal savings book and effective management of risks and costs. The successful candidate will also develop the Branch service range and approach.

Other responsibilities include:

- Manage and motivate the Branches team, that is responsible for servicing and supporting our Members and other savers.
- Develop and maintain effective and structured assessment of colleague capabilities and develop suitable coaching and training to support development and improve colleague performance where required.
- Occasionally serve customers, as a cashier.
- Champion treating customers fairly and protecting vulnerable Savings customers.
- Troubleshoot problems and co-ordinate negative feedback and complaints, ensuring these are effectively and compliantly managed. Be a first point of escalation for those colleagues serving Savings Members and customers.
- Play a key role in all customer relationship management and customer retention initiatives, achieving annual customer service initiative targets as agreed.
- Role model Society values and behaviours, promoting service excellence, enthusiasm, professionalism, integrity, and high standards of work.

## Skills and competencies:

- Skilled in and familiar with structured approaches to customer service and colleague management.
- Ability to work in a team and to inspire a team to achieve excellence.
- Commercial outlook, with a passion for delivering positive customer outcomes.
- Good understanding of how technology can be deployed to improve customer experiences.
- A well organised person, good at time management and getting things done.
- Resilient: able to deal with a variety of people.
- Sound judgement and decision making.
- Good understanding of the Bath Building Society Savings product range.

## Why should you apply?

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.
- At least 27 days holiday (plus bank holidays) with the option to buy an additional five days.
- A day off for your birthday.
- Generous pension scheme.
- Life Insurance (four times your salary).
- Healthcare benefits after a qualifying period.
- Colleague Forum.
- Health & Wellbeing Forum.
- 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 the Wider Wallet employee discounts portal to enjoy discounts off nationwide brands.
- We also have regular social events and some of the best parties!

## To apply:

Please email a cv and covering note to [careers@bibs.co.uk](mailto:careers@bibs.co.uk)

**Closing date:** 22<sup>nd</sup> December 2023

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