

Head of Savings Operations – permanent, full time - hybrid

This is an ideal role for a customer operations professional with strong project management skills to take a lead role in the Society's Savings Operations. The Head of Savings Operations will be responsible for the Head Office-based Customer Service department (CSD) and our two Bath-based Branches, including service delivery, supporting growth of the savings customer base and effective management of associated operational risks and costs.

The role is based at the Society's Head Office, but the successful candidate will have the flexibility to manage their own working pattern between home and office subject to any training needs and core business requirements to be agreed with the Chief Financial 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.

The role:

Reporting to the Chief Financial Officer, the Head of Savings Operations will be responsible for the management of the Savings customer journey and experience. Managing and growing the capability for Savings products being delivered face to face and increasingly through digital channels including Bath Online and the Mobile App.

The Head of Savings Operations will identify the requirements for the customer-related projects within the Bath Future Architecture transformation programme and support the adoption of the new technologies and business processes.

Other responsibilities include:

- Relationship management of agreed key business introducers.
- Lead and develop a team that consistently provides excellent service to Savings members.
- Effective and safe management of customer money transfers.
- Lead the operationalisation of service delivery improvements and support the growth of the personal savings book.
- Assist with the development and then delivery of product lifecycle and customer contact strategies and supporting processes, to deliver growth targets at an acceptable cost to the Society.

- Lead the Savings Operations requirements from new Bath Future Architecture projects, including future versions of Bath Online, Mobile App, Customer Relationship Management and automated customer payments.
- Drive forward all Customer Relationship Management and Retention Strategies including promoting the channels that are most suitable to the customer – including Bath Online and the Mobile App.
- Own the customer experience for all Savings customers and members.
- Relationship management of agreed key business introducers.
- Line manage the Savings Support Manager, Branches Manager and Quality Control Officer to thereby manage, motivate, develop, and retain the team of Customer Service Officers.
- Owning and developing the Digital Servicing Channels including Bath Online and Mobile App – delivering the capability for customers to self-serve.
- Support the Marketing team in the development of the Savings section of the Society website, ensuring all products and associated processes are accurately described and effectively managed.
- Taking ownership of the identification of root cause analysis resolution for all Savings complaints channels ensuring they are effectively and compliantly managed.
- Ensure that all operational risks associated with Savings are effectively managed.
- Sit on the Society's Leadership Group.

Skills and competencies:

- Well organised with good project management skills and an ability to get things done through others.
- Skilled in and familiar with structured approaches to people management and coaching.
- Sound judgement, critical reasoning and decision-making skills.
- Commercial outlook, with a passion for delivering positive customer outcomes.
- Networking, negotiation and influencing skills.
- Deep understanding of Society processes and the Savings Market.
- Good understanding of how technology can be deployed to improve customer experiences.

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.
- 29 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

Closing date: 22nd 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.