JOB DESCRIPTION

TITLE: CUSTOMER SERVICES MANAGER

DEPARTMENT: CUSTOMER SERVICES

ACCOUNTABLE TO: HOSPITAL DIRECTOR

RESPONSIBLE FOR: Administration Services. Hotel Services Building & Engineering (Local Liaison) Stores & Logistics IT (Local Liaison)

SUMMARY OF POSITION: Leads and manages the functions of the Customer Services Department.

A member of the Senior Management Team.

MAIN DUTIES

Setting the pace:

● Define, set and audit Customer Service standard across the Hospital.

● Model high level customer focussed and service behaviours and able to coach others to develop excellent customer care.

● Manage the Hospital patient administration processes including medical records to ensure that they work efficiently and effectively and in the best interests of the customer, direct the team to achieve budgetary targets.

● Ensure that the hospital is cleaned to an acceptable standard, consistent with the special requirements of kitchens and infection control policies. Provide facilities that are clean, undamaged and appropriate to a private hospital.

● Oversee the provision of an efficient catering service to patients, consultants, visitors and staff of the highest quality and nutritional content.

● Ensure that equipment is maintained and serviced to the highest standards and compliant with policy and legislation.

● Oversee the provision of an efficient and timely hospital stores and logistics service.
Team Management:

- Select, appoint, retain and promote the most appropriately qualified and experienced staff as needed in conjunction with Human Resources.
- Work with HODs/team managers to establish appropriate work and time plans for all staff in department to maximise the efficient use of staff time.
- Provide induction training to new staff and develop the knowledge and skills of existing staff.
- Ensure all staff in the team conducts themselves in a professional manner, are well presented and responsible for their discipline in accordance with Company policy.
- Encourage a positive, can do attitude within the team.
- Review the performance and competence of staff through annual appraisal, identifying training needs and arranging for its provision in conjunction with Human Resources.
- Monitor staff turnover on a regular basis identifying reason for employees leaving and develop strategies to address if required in conjunction with Human Resources.
- Ensure all employees within the department attend and complete their annual mandatory training.
- Manage and review annual leave entitlement to ensure that staffing levels remain appropriate throughout the year.
- Act as local liaison for both Building services and IT functions.

OPERATIONAL MANAGEMENT

Financial:

- Focus on meeting or exceeding budgetary and agreed performance targets.
- Responsible and accountable for the financial performance of own teams

Customer Service:

- Be a role model for excellent customer service.
- Manage complaints in a time sensitive manner in accordance with policy.
- Utilise and audit feedback from HWA reports to improve the patient experience.
- Collect and analyse information from DATIX to respond to adverse incident, complaints and audit data and implement remedial action.
Risk:

- Complete risk assessments within the department to ensure all risks are understood and managed.
- Oversee the Hospital Risk Management Committee every two months.
- Participate in the hospital Duty Manager rota as required.

Communication:

- Hold (minimum) monthly team meetings with team managers/HODs to cascade information.
- Attend SMT, HODs monthly.

CONFIDENTIALITY

Staff members have a legal duty of confidence to patients. Any employee disclosing confidential/patient records or information to any unauthorized person or persons will render the employee subject to disciplinary action, which may result in dismissal.

Additional information

To be aware of and adhere to:

2. Company policies and guidelines.
5. No Smoking Policy.
7. To read and sign all policies issued to the department in accordance with the Health & Social Care Act 2008.

This list is not to be regarded as exclusive or exhaustive as there may be other duties and requirements associated with the post which you may be called upon to perform from time to time.
## PERSON SPECIFICATION

**POST:** CUSTOMER SERVICES MANAGER  
**DEPARTMENT:** ADMINISTRATION

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>EDUCATION/QUALIFICATIONS</strong></td>
<td>Sound written and verbal communication skills.</td>
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<td>Excellent computer skills (MS Office)</td>
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<td><strong>EXPERIENCE</strong></td>
<td>Office and Customer Management experience with proven ability to manager a team.</td>
<td>Previous private health or hospitality experience.</td>
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<td>Demonstrate commercial acumen.</td>
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<td><strong>KNOWLEDGE/SKILLS</strong></td>
<td>Effective communication skills and proven ability to work effectively in a team environment and independently as required.</td>
<td>Able to demonstrate the ability to influence, motivate and persuade others to increase customer focus and service.</td>
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<td><strong>PERSONAL QUALITIES /OTHER:</strong></td>
<td>Planning and organisational skills.</td>
<td>Flexibility and adaptability</td>
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TERMS AND CONDITIONS OF EMPLOYMENT

POST: CUSTOMER SERVICES MANAGER

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<tr>
<td><strong>SALARY:</strong></td>
<td>£42,000 - £45,000 per annum</td>
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<td><strong>HOURS</strong></td>
<td>37.5 hours per week</td>
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<td><strong>ANNUAL LEAVE</strong></td>
<td>5 weeks (1st Jan – 31st Dec)</td>
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<td><strong>PROBATIONARY PERIOD</strong></td>
<td>Three months</td>
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<td><strong>COMPANY PENSION SCHEME</strong></td>
<td>Voluntary Contributory Money Purchase Scheme – 3 intakes per year</td>
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<td><strong>FREE HEALTH SCREENING</strong></td>
<td>Following one year’s service</td>
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<td><strong>PRIVATE HEALTH INSURANCE</strong></td>
<td>Following one year’s service</td>
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