

**Job title**

Customer Care Team Leader

**Hours:** Monday –  
Friday, 9am to 5pm

**Location:**  
Cardiff Centre

**Salary:** Up to £30,000

## Customer Care Team Leader

### Responsibilities

1. To lead the team on a daily basis, ensuring that complaints are proactively managed and resolved in a timely manner whilst adhering to all regulatory requirements
2. Provide advice and support to the team, identifying development and training needs based on performance and taking ownership of the delivery of appropriate training.
3. To ensure that the team bring customer verbal and written complaints to a satisfactory conclusion following company policies and procedures, regardless of the type of complaint. (legal, police, code and regulatory complaints to be referred to the Compliance Manager responsible for code complaints to respond).
4. To sensitively manage cases where customers have been identified as being potentially vulnerable, in line with the FCA's definition of vulnerability
5. Ensure that the company's Complaints Database and complaints file records are accurate and maintained on a daily basis
6. Maintain, implement and analyse various reports to ensure the effective handling of complaints, resource levels and costs.



7. In conjunction with the Complaints Manager delegate and oversee work undertaken ensuring that complaint handling is effective, fair consumer outcomes are achieved, and that all administrative tasks are completed to a high standard.
8. Be cognitive of patterns in Complaints (e.g. Root Cause Analysis, Dealers with regular complaints etc.), consider appropriate action to be taken, keeping Manager informed as necessary.
9. Take ownership of complex or escalated complaints ensuring they are prioritized and resolved ensuring a fair customer outcome has been achieved.
10. Work as part of a team – supporting, motivating and assisting colleagues in the operation of the department. Conduct monthly one to one reviews and conduct annual and interim performance reviews.
11. Ensure that the team provides customers with a professional and customer focused service in an enthusiastic and knowledgeable manner at all times in order to maintain and develop business relationships and promote the company in a positive light.
12. Recognise, recommend and where appropriate implement improvements to processes and procedures, ensuring Complaint handling activities are in line with current methods.
13. Actively contribute ideas and suggestions towards existing and future strategic initiatives at team and departmental levels.
14. Ensure that the team maintains an up to date knowledge of regulatory and legislative information related to MotoNovo Finance products and services (e.g. Money Laundering, GDPR etc).
15. Maintain a comprehensive and up to date knowledge and understanding of MotoNovo Finance products and services, providing accurate information and proactively promoting them where appropriate.



16. Maintain an up-to-date knowledge of regulatory and legislative information related to MotoNovo Finance products and services (e.g. ICOB, FCA Rules, Money Laundering, Data Protection, etc.) as advised by Line Management. Ensure all Money Laundering issues are reported appropriately.
17. Maintain good knowledge and understanding of all relevant policies and procedures relevant to the role, being compliant with these policies and procedures at all times.
18. Treat customers fairly and aim to deliver fair customer outcomes in all of our day-to-day processes.
19. Work as part of a team – supporting, motivating and assisting colleagues in the operation of the department and throughout the business.
20. Recognise and recommend improvements to Company procedures to ensure the efficiency and effectiveness of the business.
21. Ensure that all system based records are maintained in an accurate and timely manner (and ensure that data integrity is maintained at all times) as prescribed by regulatory, legislative and company procedures.
22. Continue to develop self and role by studying relevant training materials and product information and continually develop and improve product knowledge.
23. Provide management information as requested. Have a sound understanding of all systems used to enhance the business activities, ensuring these are maintained in an accurate and timely manner.
24. Ensure that prompt and regular communication and support is maintained between all internal and external parties to ensure seamless and consistent service levels are maintained at all times, reporting exceptional matters to line management.

