



Vacancy – Head of Unity Connect

The successful candidate will be responsible for:

- The leadership of the Bank's telephony channel including Unity Connect, Customer Operations and the High Value team.
- Leading a change agenda which assists customers to adapt and embrace technological advancements, improving ease and speed of access to a broad range of channels.
- The delivery of a superior, personal, business telephone banking service which promotes self-service, enables customers to manage their day to day needs and access expertise through our knowledge hub (Unity Connect) is vital ensuring good customer outcomes, enhancing Unity's reputation and driving customer loyalty, advocacy and recommendation.

The successful candidate will:

- Provide leadership guidance and support to ensure that Customer Operations are aligned with and delivering exceptional service consistent with Unity's strategic objectives and agreed customer service KPIs across all channels including the new digital channels following launch.
- Plan and prioritise all change projects and lead development of the overall Customer Delivery capability build through people, processes and technology.
- Plan and implement key deployments, managing resources effectively to deliver business initiatives, driving improved efficiency through automation with appropriate oversight and governance.
- Manage communications and employee engagement to ensure that all team members and stakeholders are kept updated and customer feedback informs ongoing strategic change planning.
- Assist with improving the operational effectiveness of the customer service areas within agreed policies and procedures. Drive continuous improvement and ensure all areas comply with legal and regulatory standards.
- Customer acquisition supporting business growth strategy.
- Drive consistent onboarding process for customer journey across all channels.
- Leadership and management of employee performance and personal development in accordance with HR policies. Provide a pro-active coaching culture which supports learning and development and enables employees to assimilate and embed new technologies and processes.
- Ensure effective management and oversight of the Bank's Complaints Policy, Conduct agenda and regulatory reporting where appropriate.
- Forecast and analyse cost budgets in line with agreed Annual Operating Plan.

Knowledge, Skills and Qualification Requirements

Essential

- An experienced self-motivated leader with the ability to deliver operational excellence through others
- Planning and Organisational skills defining performance standards and meeting service levels; resource management
- Conceptual thinking capability together with the ability to deliver against strategic priorities
- Ability to use financial data to evaluate business cases
- An understanding of process re-engineering and project management methods – eg Lean, Agile, six sigma or their equivalent. (E)
- Understanding of banking operations processes, customer service and regulatory requirements(E)
- Enthusiastic about change and continuous improvement, passionately believe in making a difference and delivering a successful outcome (E)
- Adaptability / Resilience with the ability to manage under pressure (E)

Desirable

- Bank relevant professional qualification (D)

Please speak to Lindsey Podolanski if you'd like an informal chat before applying. If you are interested in applying for this role, please send a copy of your CV with a cover letter to hr@unity.co.uk.

The closing date for applications is midday on **31 January 2020**

Remember that there is an Advocate Award totalling £1,250 (£500 upon commencement of employment and £750 upon successful completion of probationary period) for anyone who successfully introduces somebody they know.