



Client Services Team Manager

Aston Shaw

The Role

We are looking for a motivated and friendly team manager to join our dynamic and ever-growing Client Services team in our Norwich office. You will be part of a leading East Anglian accountancy firm that has six offices across the region. The successful candidate will head up, motivate, and manage our outbound Client Services team who provide excellent customer care with a target-driven mentality. The full-time role will provide a unique opportunity to drive sales, maintain professional client relationships and become an integral part of shaping the future of Aston Shaw.

Key Responsibilities

- Using multiple systems, prepare accurate data for a variety of campaigns planned for the business, owning and shaping this function with the support of Stakeholders.
- Lead, coach, and monitor the expanding Client Services team.
- Generate and implement action plans to guarantee your team meet sales and service targets.
- Become an expert in the company CRM and deliver training on its use by the wider Aston Shaw community.
- To be a driving force, lead the team, ensure targets are exceeded and call quality is exemplary.
- Record, prepare and analyse data for performance and report statistics for the team.

Requirements

- At least 2 years supervisory experience in a similar telephony-based sales and Customer Services environment.
- Excellent data analysis skills using Excel as well as CRM software – Workbooks an advantage.
- Strong technical skills in IT both with hardware and software to support the growing team.
- Ability to lead and grow this new and dynamic function of the Accountancy practice.
- Experience within the financial services sector an advantage but full training will be given.
- A clear communicator with strong skills in conveying MI to the rest of the business.
- Motivated to deliver excellent customer service to our clients achieving 100% satisfaction every time.



Any questions?

Email careers@astonshaw.co.uk



Why Join Us?

We're a forward-looking employer with six offices across Norfolk, Cambridge and Suffolk. We're always looking to grow our business and making sure we have the right people on board is key to our success.

As an Association of Chartered Certified Accountants (ACCA) approved employer, our culture is progressive, proactive and client-focused. As a result, we can offer you a dynamic working environment with many opportunities to develop your skills, qualifications and achieve.

Benefits

- Competitive Salaries
- Ongoing, Fully-funded Training
- ICAEW Approved Trainer
- Platinum ACCA Approved Employer
- AAT Accredited Employer
- Christmas Bonuses
- Pension Scheme
- Childcare Vouchers
- Regular Staff Parties
- Subsidised Lunches
- Monthly Staff Lottery
- Dress Down Fridays
- £100 Reward for Client & Employee Referrals
- Ongoing Charity Support
- Social and Sports Activities
- Modern, Open-plan Working Environments
- Equal Opportunities Employer

... And many, many more!

Apply today

If you'd like to find out more, or if you think you're the right person for us, then



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please send a CV to careers@astonshaw.co.uk or apply via the form on our careers page on our website: www.astonshaw.co.uk/careers.



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