

## Client Relations Manager

Curtis Banks are looking for a Client Relations Manager to lead our Client Relations Department within our Bristol office to ensure the smooth running of the administration team and to make sure quality is maintained across the department.

As a Client Relations Manager, you will be required to lead, coach and develop a team of Complaint Handlers to support the delivery of complaint resolutions with care and professionalism, to the highest possible standard.

The position and duties will include;

- To manage the team in accordance with the Company's policies and procedures so that the team's business objectives are achieved consistently
- Manage the day to day activity of the Client Relations team involving the co-ordination and supervision of the team to meet customer requirements and process objectives
- Maintain and develop contact with internal and external customers to ensure accurate communication of information and understanding
- Review team output ensuring a high level of quality and accuracy is maintained, delivering excellent service for all our customers
- Monitor effectiveness of controls to ensure compliance of all team activity with business and legal requirements, adapting and amending in line with future changes
- Ensure all individuals are motivated, trained and developed to meet the quality and service requirements of the team
- Use technical knowledge and analytical skills to investigate all issues escalated by the team, communicating with appropriate key stakeholders to ensure an agreed resolution and make recommendations to prevent future reoccurrence
- Identify and implement significant improvements to current working practices within own team and wider operations area that contribute to long term operational excellence
- Drive the investigation and resolution of formal complaints, including those reported to the Financial Ombudsman Service (FOS), Pensions Ombudsman (PO) and The Pensions Advisory Service (TPAS), in accordance with agreed Complaint Handling Principles and the responsibilities for delivering customer outcomes
- Lead the correct recording and analysing of complaints, breaches and redress ensuring that the regular reporting requirements to Curtis Banks and FCA are undertaken
- Drive the root cause analysis investigation of complaints so that any failures to meet customers' reasonable expectations are identified and information given to relevant areas to enable changes to be made
- Manage the monitoring and review of operational processes (to include use of sampling) ensuring compliance at all times
- Interact with customers in difficult and sensitive situations, e.g. bereavement, with sympathy and empathy in order to convey information to resolve customer queries
- Identify and recommend improvements to current working practices within own team

### Person Specification:

We are looking for a highly motivated individual with excellent communication and project management skills. The successful individual will have strong administrative and IT skills, passion for excellence and willingness to drive a process of continual improvement.

A full job description is available on request.

This is a full time vacancy.

Office hours are: 9.00am - 5.30pm Monday to Thursday & 9.00am - 5.00pm Friday (37.5 hours)

Start date: Immediately

Duration: Permanent

Location: Bristol

All candidates will be asked to confirm their eligibility to work in the UK at interview stage and to provide evidence of it on appointment. Please note that successful candidates will be subject to a criminal records and personal credit check.

How to apply: Please send your CV, along with a brief covering email to – [HR@curtisbanks.co.uk](mailto:HR@curtisbanks.co.uk)