

Job Description

Quality Assurance and Complaints Team Manager

What you'll be doing

The Quality Assurance and Complaints Team Manager is crucial for maintaining service standards in an organisation, focusing on Quality Assurance, Breach Management, and Complaint Management. Their responsibilities include managing specialist resources, developing Standard Operating Procedures, and ensuring compliance with regulations. They conduct root cause analyses to minimise errors, foster accountability through feedback, and oversee team performance, attendance, and recruitment. Additionally, they support staff development with Personal Development Plans (PDPs) and promote cross-skilling. Aiming to drive efficiency and reduce operational costs, the manager contributes to achieving the organisation's quality goals and enhancing customer service.

Key Responsibilities

- The Team Manager – Quality Assurance, Complaints & Breaches reports to the Oversight & Controls Manager and is responsible for:
 - Quality Assurance
 - Breach Management
 - Complaint Management
- Ensuring Guardian's Customer Services proposition for both advisers and customers is delivered ensuring that the quality of our services continues to meet and be recognised for leading the market.
- Managing specialist resources within own area to fulfil agreed service standards and ensure the necessary competencies are maintained to meet business targets.
- Collaborate with peer group to ensure Standard Operating Procedure documents are reviewed and are maintained ad-hoc where changes in process are implemented through either Quality Assurance outcomes, breach/complaint root cause analysis, regulatory changes, or system enhancements.
- Oversight of complaint management ensuring regulatory requirements are met.
- Oversight of Quality Assurance processes and sample sizes based on experience & Quality Assurance outcomes.
- Oversight of Breach management ensuring breaches are resolved efficiently and changes to process are documented as required.
- Oversee root cause analysis and reporting combining breach and complaint root cause analysis and Quality Assurance outcomes to continuously drive down breaches/process errors.
- Ensure face to face feedback is delivered to Operational areas in conjunction with relevant line manager by Complaints, Breach and Quality Assurance functions.
- Manage performance/attendance issues within team promptly and with full HR engagement.
- Manage recruitment process through selection, screening, and onboarding.
- Support individual PDP design, implementation, and progress for all staff garnering a culture of cross-skilling across all team competencies.
- Drive efficiency improvements to reduce the unit headcount / cost required to service new business and in-force book, including internal initiatives through breach/complaint/ Quality Assurance root cause analysis, and supporting cross-company projects.
- Oversee the development and performance of your team to achieve the business and overall quality outcomes required – liaise with T&C oversight manager to ensure training/knowledge gaps are addressed.

Key Skills Required

- Demonstrated people management experience (technical)
- Stakeholder management – internal and external
- Relationship management demonstrating cross business collaboration.
- Conflict resolution – internal and external
- Influencing
- Presentation skills
- Ability to host a value add / productive meeting with outcomes.
- Motivation skills – team and individual
- Design and deliver ExCo reporting for own area.
- Recognise and review business risk.
- Time management

Who we need

To be successful in this role, the role holder will need to display an understanding of and role model:

- Accountability & ownership
- Create a culture of professionalism in dealing with customers at all levels.
- Communicates clearly & consistently.
- Integrity
- Provide the benchmark for professional behaviour and challenge poor behaviour.
- Accessible and visible
- Being able to view things objectively & pragmatically.
- Fosters an environment of diversity and inclusion.
- Create a culture which places high value on collaboration and team work.
- Resilience: taking necessary actions and making hard choices to ensure results are delivered
- Ensuring that performance is focused on continually improving outcomes for customers.
- Strong leadership skills with a collaborative and innovative approach to problem-solving.
- Exceptional communication and relationship-building skills, with experience working in the financial services sector preferred.
- Analytical mindset with experience in using data to inform decisions and strategies.
- A passion for challenging conventional thinking and delivering exceptional results.
- Completion of all mandatory compliance and training

Reporting Structure/Staff	
Reports to	Oversight and Controls Manager
Direct reports	Quality Assurance Specialists, Complaints and Breaches Specialists

Company Goals
Being part of Guardian means being part of a team that is committed to providing better outcomes for its clients and customers. In that respect, we agree to work towards delivering the collective goals of the business.
Embody the Shared Values and Beliefs of the Business and fully demonstrate this, through your working objectives, to deliver the best possible outcomes for our customers
Conduct yourself in a way that is open, honest, and transparent and ensures that our customers and clients are treated with integrity and respect