

About us: Zest Technology Ltd provides the technology of choice for many of the UK's leading Companies and Benefit Consultants, delivering ground-breaking, flexible, device independent, secure software for employees to access and manage their pensions and other employee benefits. Our client base includes major household names such as Lloyds Bank, Hargreaves Lansdown, Aviva, Taylor Wimpey and Unum, to name but a few.

Our flagship product for employee benefit communication is built using state of the art technology and Agile development practices. We are focused on delivering secure, high performing and fully scalable software. Our modern approach includes structured architecture design; product management; Agile software development; QA practices and project management.

We pride ourselves on having a highly skilled team of people who actively engage closely with our clients to ensure that we continue to understand their needs and offer the leading software for employee engagement. Our core values of Trusted, Collaborative and Exceptional run deep through our culture.

Job Summary: This role is responsible for the Client Support & Services teams and will contribute to the maintenance and adherence of the operational processes, toolsets and procedures. A mix of team management and coaching with practical day to day client contact, you will play an integral role managing escalations and ensuring end users receive high quality support and services.

Reports to: Head of Client Delivery and Support

Areas of Responsibility:

- o Managing day to day team workload, whilst hands-on progressing allocated tickets
- o Proposing and agreeing best in class targets with KPIs for average call times, average wait times, first time resolution, staff utilisation and quality ratings.
- o Ensuring that the desk runs efficiently and effectively, meeting the target customer call response times and delivering quality support. Taking corrective action and reporting on KPIs.
- o Acting as escalation for clients regarding resolution of support tickets
- o Interacting with the Product Team to ensure functionality accurately meets client administration and support needs with clear prioritisation of bugs and enhancements to optimise
- o Leading and motivating employees and ensuring they are properly trained and equipped to undertake their work to optimise retention and performance in line with best in class standards.
- o Maintaining awareness of and complying with all legal requirements and company policies, including those relating to information security and data protection. Taking all possible steps to ensure that client data handled within Client Support and Services always remains secure.

Key Competencies and Skills required for the role:

Competency title	Brief description
Diagnosis, troubleshooting and corrective action	You will be comprehensively skilled, knowledgeable and commercially experienced, with a passion for technology, our Clients and their Employees. Strong problem analysis and solution development skills. Has a logical and analytical mind-set with the ability to understand requirements, decipher scheme designs and review system configuration to identify and rectify

Support & Services Team Lead

	support or service issues. Consistently anticipates and drives changes. Able to act decisively in critical situations or to circumvent a potential problem. Strong attention to detail.
Customer Satisfaction	Able to run and prioritise activities across multiple channels and manage risks. Able to act decisively in critical situations or to circumvent a potential problem. A consultative approach with the ability to set and manage expectations. Ability to manage administration tasks required to provide efficient and effective Client Services. Able to meet targets and deliver a quality service. Able to balance technical and business needs.
Communication and Presentation skills	Excellent verbal & written skills. Able to speak confidently and with authority in public. Able to manage multiple stakeholders. Resilience and gravitas, with capability to manage large client teams and stakeholders
IT Skills	A self-starter, with an aptitude for learning and keen to progress. Adept in using all standard MS Office systems and other Zest support and service and communications tools.
Team Working and Relationship Building	Able to create a high performing team. Able to motivate team members to get the most from them. Strong team player, able to put the needs of the company first. Improves any team they are part of. Must be customer centric, able to quickly build and maintains professional relationships with multiple stakeholders and command respect.
Values	Able to live and breathe the Zest Values of Exceptional, Collaborative, Trusted and Game Changers.

Skills/Knowledge Required:

- Educated to A Level Standard
- Minimum 2 years' relevant experience in SAS customer support desk
- Experience of using Zendesk or similar tool for managing support tickets
- Experience of working within an ITIL (or similar) framework
- Takes a customer first approach in all end user interactions
- Excellent stake holder management and communication skills

Skills/Knowledge Desirable:

- Experience in the Benefits industry would be ideal, but is not essential
- ITIL (or similar) accreditation or certification

Additional Information:

- Competitive Salary, with comprehensive range of Flexible Benefits
- Normal working hours 37.5 as per T&Cs
- Location: Leatherhead House, Station Road, Leatherhead, Surrey, KT22 7FG