

ROLE PROFILE FOR HEAD OF CUSTOMER SERVICES/SERVICE DELIVERY

Within the Pensions Board's Financial Wellbeing Services Function

About the Church of England Pensions Board

The Church of England Pensions Board provides retirement services to those who serve or work for the Church. Both a regulated pension fund and registered charity, more than 44,000 people rely on us for their pensions. A leader in ethical and responsible investment, we carefully steward the £3.4bn of pension savings entrusted to us to not only grow our members' pensions, but also to drive systemic and lasting change across the industries and sectors in which we invest for a just and sustainable world. The Board also supports 2,500 retired clergy with housing, including managing a national portfolio of 1,200 rented homes and Community Living options.

Supported by a multi-million pound grant from the wider Church, we are setting up a new function responsible for engaging with clergy at all stages of life and ministry on their current and future plans, offering access to grants to kick-start saving, bespoke advice at key life stages and tailored housing products that will give our customers more choice about their future. We are looking for an excellent customer service leader to come and join this new team as the Head of Customer Service, responsible for delivery of regionally based support to clergy and diocesan teams. This role will also champion the voice of the customer across our service, responsible for insight and day to day communications.

Our values

We want the Pensions Board to be a great place to work. For us that starts for ensuring that everyone feels that they belong, and are valued for who they are and what they contribute.

Living out our values in all that we do, we:

- Strive for **Excellence**
- Show **Compassion**
- **Respect** others
- **Collaborate**
- Act with **Integrity**

The Pensions Board, as part of the national office functions (NCIs) of the Church of England, offers a safe, inclusive workplace for people of all backgrounds and walks of life. We welcome applications from people of all faiths and of no faith. We want to encourage applications from a diverse group of people who share our values. Even if you have never thought about working for us before, if you have the skills and experience we're looking for then we would like to hear from you.

What you'll be doing

The purpose of this role is to lead **day to day service delivery of a new package of support to clergy with their retirement plans (inclusive of housing) and matters of financial wellbeing**. This role is responsible for ensuring a consistently high-quality customer experience, driving continuous improvement, and embedding a customer-first culture into a regionally located team, working with delivery partners as required. The postholder will oversee effective case management, complaints handling, feedback/data insight gathering and customer engagement initiatives.

MAIN DUTIES AND RESPONSIBILITIES

The Head of Customer Services will:

- Oversee the delivery of new regionally deployed services offered by the Board, including a customer-facing engagement team. This will include:
 - Establishing the right pattern of work for the team in the first year, including setting up and testing the day 1 protocols for the team ahead of time (working with delivery partners where needed).
 - Line managing the team, ensuring they are supported and empowered to do their job well, including ensuring a regular pattern of training and development to keep knowledge up to date.
 - Joining the dots between the team, and a focus on building consistent experience for customers in different parts of England Working personally with colleagues in outlying Dioceses (Europe, Sodor & Man, Channel Islands), to support proactive retirement planning – this includes understanding jurisdictional differences to dioceses in the UK e.g. tax, welfare benefit entitlements
- Lead day to day engagement with customers e.g. organisation of key national and regional events on different topics relevant to future planning/financial wellbeing and life milestones.
- Be responsible for working with other Pensions Board colleagues to deliver an integrated customer journey with Housing and Pensions – so all contact points lead to good retirement planning and better financial wellbeing.
- Oversee rhythm and quality of communications, including effective use of CRM technology
- Lead pilots of new services.
- Implement and monitor KPIs to measure service quality, customer satisfaction, and operational efficiency.
- Be the first escalation point for individual cases, and owner of 'complaints process' in the team.
- Represent the customer voice in strategy and service development informed by feedback/data, highlighting gaps/barriers to colleagues to guide exploration of new choices and amendments to process.

- Ensure high standards of safeguarding are embedded in the function, recognising that safeguarding is everybody's responsibility.
- Deputise for the Director of the new service as required.

Your job description is intended to reflect your main tasks and areas of work but is not exhaustive. Changes may occur over time, and you will be expected to agree any reasonable changes to your job description that are commensurate with your banding and in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.

About You

The Church of England is for everyone and we want to reflect the diversity of the community the Church serves across the whole country. Therefore, while of course we welcome all applications from interested and suitably experienced people, we would particularly welcome applicants from UK Minoritised Ethnicities (UKME)/Global Majority Heritage (GMH) and other under-represented groups.

Essential

Knowledge/Experience

1. Experience of leading multi-disciplinary and remote teams in a complex environment, with proven ability to get the best from a diverse group.
2. Excellent understanding of best practice in quality customer service delivery, and experience of delivering it.
3. Excellent understanding of operating within a regulated environment – and specifically of staying the right side of the line on regulated matters.
4. Exceptional stakeholder management skills, including values-led complaints resolution.
5. Experience of customer-focused process and service improvement.

Skills & Abilities:

6. Technologically savvy – with good understanding of CRM systems, and tools to speed up customer engagement and team delivery
7. Comfort in rapidly switching between different topics across a day/in meetings, as the team will need to work across housing, retirement and financial wellbeing matters.
8. Prefers being out in the field and face to face with customers.
9. Collaborative approach to build engaging and effective relationships with colleagues and partners
10. Good analytical and financial skills, including proven ability to make the most of tight budgets.
11. Excellent attention to detail, while able to hold the strategic picture.
12. Excellent writing and verbal communication skills.

13. Confident with strategic planning and business case development.

Desirable

- 14. Experience of managing 'start ups' or a significant new service area in an existing organisation
- 15. Understanding of the structures of the Church of England and/or the context in which stipendiary clergy work and minister
- 16. Understanding of the rental housing market
- 17. Experience working in the charitable advice or regulated financial advice sector
- 18. Safeguarding training and experience

Vacancy Summary

JOB TITLE: Head of Customer Services

NCI ENTITY: The Church of England Pensions Board

DEPARTMENT: Housing

GRADE: Band 1 Standard Point

SALARY: £82,157

WORKING HOURS: 35

PRIMARY OFFICE LOCATION: Home-worker

HYBRID WORK ARRANGEMENTS: To be based remotely

**SUITABLE FOR FULL
HOMEWORKING:** ☐

HOMEWORKING REQUIRED: ☒

CONTRACT TYPE: Permanent

**IS A DBS CHECK REQUIRED?
IF YES, WHICH LEVEL** ☒
Basic

**IS A FAITH-BASED GOR
APPLICABLE FOR THIS ROLE?** ☐

ORACLE POSITION CODE: 8104318

COST CODE: 31445

PARENT POSITION: Director of Financial Wellbeing Services