



## Customer Services Manager

**Reports To:** Operations Director  
**Job Type:** Full-time, Permanent  
**Work Authorisation:** United Kingdom (Required)  
**Hours:** 37.5 hours per week  
**Location:** Hybrid – (Office - Dunstable, England)

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### Role Purpose

The Customer Services Manager is responsible for leading and developing the Service Desk team to deliver exceptional customer support for the organisation's web-based software solutions. This role ensures that service levels are met, customer issues are resolved promptly, and the support function operates efficiently, professionally, and in alignment with company objectives.

The role also focuses on continuous improvement, stakeholder communication, and ensuring the support team has the processes, tools, and knowledge required to deliver outstanding service.

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## Key Responsibilities

### Service Desk Leadership & Management

- To set the standards for the Service Desk Team in terms of customer relationship management and the proactive flow of information to other departments within the company.
- Lead, mentor, and develop the service desk team, including analysts and senior support staff.
- Manage resource planning, shift patterns, and workload distribution to ensure optimal coverage.
- To provide input into the Service Desk Team appraisals process by identifying strengths and areas of improvement for team members.
- Foster a positive, customer-oriented and results-driven culture across the team.
- Responsible for the definition and implementation of the Annual Service Desk Team Business Plan.
- To provide operational feedback to the Senior Management Team and to collaborate on providing innovative solutions to benefit the customers and the Company.
- To oversee the definition and production of internal KPI and customer-facing performance reports.
- Ensure compliance with internal policies and relevant standards (e.g., security, data protection).

### Service Delivery & Performance

- Ensure timely resolution of customer issues according to SLAs and KPIs.
- Ensure customer related escalations are handled effectively and professionally.
- To develop operational processes to manage the workflow within the Service Desk Team to ensure the most efficient use of resources and drive improvement
- Monitor customer satisfaction metrics and lead initiatives to improve them.

### Process & Continuous Improvement

- Analyse service trends to identify areas for improvement across product, process, and team operations.
- To provide input to the product roadmap on key future requirements for Customers and the Service Desk Team.
- Develop initiatives to enhance case management and promote use of customer case deflection

- techniques to improve department efficiency.
- To define, document, standardise, monitor and audit the procedures and processes defined with the Service Desk Team in accordance with best practice frameworks (e.g. ITIL principles).

#### **Application Support Oversight**

- Identify and manage the training requirements within the team to ensure adequate functional and technical knowledge of the organisation's software solutions.
- Ensure adequate knowledge base material to support internal and external requirements.
- Collaborate with Product, Development, QA, and Professional Services teams to relay customer feedback and support UAT activities.
- Oversee deployment related communications, known issues management, and product related service updates.

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## **Key Skills & Competencies**

#### **Leadership & People Management**

- Proven ability to lead and motivate service desk or technical support teams.
- Strong coaching, mentoring, and performance management experience.

#### **Customer Service Excellence**

- Exceptional communication skills—verbal, written, and customer facing.
- Ability to handle difficult conversations professionally and constructively.
- Strong focus on customer satisfaction and quality of service.
- Ability to work with colleagues to identify recurring issues and drive forward potential customer solutions.

#### **Process & Continuous Improvement**

- Strong organisational and prioritisation skills.
- Understanding of ITIL or service management methodologies.
- Experience driving efficiency improvements within service operations.

#### **Collaboration & Stakeholder Engagement**

- Ability to work closely with cross functional teams including Development, QA, Product Management, Professional Services, Project Management and Account Management.
- Strong interpersonal skills with the ability to build trust and credibility.

#### **Technical & Functional Skills**

- Good understanding of web-based applications, browser technologies, cloud environments and API architectures.

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## **Desired Experience**

- Experience managing a service desk or technical support function, ideally within a SaaS or web-based software environment.
  - Familiarity with supporting local government or utilities related applications.
  - Experience working within an agile product delivery environment.
  - Previous responsibility for SLAs, KPIs and customer escalations.
  - Experience of team management including appraisals, training, mentoring and performance management.
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## The Company

Symology is a well-established computer software and services company, specialising in the development and supply of Street Works and Highways Asset Management systems to local government and utility services sectors. The Company has an unrivalled reputation for delivery of quality products and services, and a history of approaching forty years of ethical business practices and consistent profitability.

In 2014 the company became employee owned. The controlling majority shareholder of Symology is a trust in which all employees have an equal share. This means that every employee of the company becomes a co-owner of the company with certain ownership benefits and responsibilities.

The future offers very exciting opportunities, with an ever-changing national environment creating new demands for the software and services. The Company has recently launched a brand-new web-based product that has been developed over recent years and will provide unrivalled facilities in the marketplace.

The Company is now looking to recruit a multi skilled specialist to oversee Customer Service functions. We are looking for a person with strong all-round Support skills who is willing to join a progressive forward-thinking company.

We can offer a diverse and interesting role interacting with all departments within the company. The successful candidate will be in constant demand so must be able handle multiple work streams and communicate effectively with staff of all experience levels.

The role will develop over time, with additional responsibilities added to meet the demands of the customer base.