



**Job Title:** Call Centre Operations Manager  
**Company:** VMS (Fleet Management) Ltd  
**Salary:** £30,000 - £33,000 (based on experience)  
**Hours:** Full time - Permanent  
**Location:** Bury St Edmunds

### The Company

VMS (Fleet Management) Ltd is a forward thinking fleet management and contract hire company with facilities throughout the UK. VMS provides a range of services to both blue chip and SME fleet operators and Insurance companies including contract hire, flexi hire, accident management and repair and maintenance services.

VMS have built a strong, dynamic client base and pride ourselves on customer retention. Customer service and client focus are paramount to the business, and as a result, a Call Centre Operations Manager is now required to take full responsibility for a busy Call Centre with a high volume of both inbound and outbound calls based in Bury St Edmunds.

Reporting to the Supply Chain Director, the Call Centre Operations Manager will:

- Be responsible for managing, coaching, developing and motivating a team of call centre operations staff
- Manage and develop the activity of the team to ensure that service standards, requirements and quality of service required by the business are consistently achieved
- Manage and maintain the team's resource, hours and service level plan, ensuring that the right number of agents are available at all times to cover operations
- Continually enhance, develop and manage the team's personal development and succession plans so that all team members have clear objectives and opportunities to maximise their potential
- Maintain the ongoing training and development of the team to ensure a consistently high quality of service is provided.
- Produce strategic action plans to enable the continued growth and achievement of challenging targets.
- Ensure reports and other internal information is provided in a timely manner.
- Develop new reporting tools as needed.
- Manage KPIs & SLAs in accordance with the company's business strategy to achieve agreed targets
- Utilise and analyse management information to drive team performance across the operation
- Build professional relationships with peers, colleagues and customers to deliver and exceed targets

**Required Skills & Abilities:**

- Previous call centre operations experience (in the Fleet Management sector would be ideal)
- Excellent knowledge of technical/mechanical operations, ideally with HGV and / or LCV experience
- Have knowledge of HGV and LCV repair and maintenance processes
- Have a proven experience within a Customer Service environment
- Have experience in strategic planning and team building
- Have the ability to design and implement procedure/processes
- Have experience of coaching, managing, developing and motivating individuals
- Are self-motivated with a desire to exceed targets