

Role Description

Role Title: Advice Centre Manager

Department: Operations

Reports to: Head of Operations

Role Summary

As Advice Centre Manager you will be responsible for leading and supporting our team of advice centre experts. You will oversee the daily operations of the advice centre, ensuring the highest level of customer service, and driving operational efficiency.

Key Tasks / Responsibilities

- Responsible for the daily operations, management and support of the Advice Centre team, including but not limited to:
 - 121's & appraisals
 - Call Coaching
 - Team & Performance Management
- Supervise and lead our team of Advice Centre Experts, fostering a positive, supportive and productive work environment
- Identify training and development needs for Advice Centre Experts
- Office/Facilities Management
- Supporting the company in developing and in some cases setting up from scratch improvements for the Operations Team and/or systems
- Managing the scheduling of shifts for the team to meet customer demand
- Training and recruitment of staff for the direct business
- Leading a team of Advice Centre Experts in:
 - Building and maintaining business relationships with customers

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Advice Centre Manager



- Discussing and assessing customers' current and future insurance needs
- Researching insurance policies and products
- Being an expert on Pikl's insurance products and offering
- Arranging insurance cover for customers with the insurance provider
- Collecting insurance premiums
- Keeping detailed computer records
- Advising customers on making claims on their policies
- Renewing or amending existing policies for customers
- Undertaking general administrative duties
- Supporting marketing services, and social media to attract new customers
- Create a culture of continuous improvement
- Dealing with customer complaints or complex queries
- Designing and preparing reports which articulate ACE performance
- Capacity Planning for Advice Centre
- Review and consider future business strategies, including but not limited to resourcing options
- Some multitasking across teams may be needed to achieve common company goals

About you

- Experience in leading and developing a team with a real passion for people
- People-focused leader who thrives on mentoring and nurturing talent
- Strong leadership capabilities
- A commitment to fostering an inclusive environment that values diversity within the team
- Excellent soft skills
- Ability to deal with ambiguity
- Self-starter, able to see what needs to be done and plan workload accordingly
- A strong team player who can also manage their own time
- Experience of handling customers both on the phone and online
- Experience of working within a busy environment
- First-rate communication skills
- Excellent attention to detail

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- Intuitive problem solver
- Ability to develop and sustain relationships with internal and external parties
Desirable but not essential
- Experience within the Insurance industry in either a sale, customer service or claims role preferably in Home or Motor Insurance
- Experience of working in an FCA regulated role, which involves strict rules around the sale and servicing of insurance products.

Why work at Piki

- Flexible working conditions, access to an incredible in-person working space
- Support from an awarding-winning CEO & Founder
- Competitive Package with the possibility of Share Options
- Annual holiday entitlement of 25 days plus bank holidays
- 35 hour working week
- Death in service scheme
- Access to wellbeing services
- Compassionate Leave
- Enhanced paternity leave
- Training and development opportunities
- Social events

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