



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: Customer Support Manager

Department/Division: Finance

Accountable to: Head of Fees, Income and Credit Control (HFICC)

Job Summary:

The Fees, Income and Credit Control Office (FICC) is responsible for providing professional financial services. Its service portfolio comprises of income and debt management, credit control services and advice, loan origination and disbursement, central refunds service, Online Store and commercial sales. The Unit also advises on compliance around Title IV loans, Consumer Credit related activity and Payment Acceptance.

The Customer Support Manager is responsible for the efficient direction of a team of x5 Customer Support Advisors to meet the operational and strategic priorities of Fees, Income and Credit Control. The postholder will work independently and on their own initiative in a complex and demanding environment.

The post holder's key responsibilities are to:

- Meet all commitments to our stakeholders as detailed in the [FICC Customer Charter](#).
- Lead and Manage support and advice services for internal and external customers and stakeholders.
- Ensure Customer Support Team meets key performance targets.
- Ensure Customer Support Team are complaint and conversant with financial regulations, Fees and Credit Management Policies, Payment Policy and internal operating procedures.
- Manage Salesforce Service Desk for the customer support team and wider FICC.
- To develop and maintain an operational strategy.
- Coordinate and manage operational activity as outlined by Head of Fees, Income and Credit Control (HFICC) and the Deputy Head of Fees, Income and Credit Control (DHFICC).

Purpose

A key leadership role, working with both the Head of Fees, Income and Credit Control (HFICC) and Deputy Head of Fees, Income and Credit Control (DHFICC) to achieve the Division's income and collection goals, objectives, and quality targets, contributing to further strategic development of the Unit. Coordinating and monitoring the delivery of effective customer support service to all customers.



Duties/Responsibilities

Principal responsibilities

- Under the direction of the HFICC, ensuring implementation of, and adherence to, the Fees Policy, Credit Management Policy, Customer Charter and Payment Policy.
- Effective day to day customer service management, and the development and implementation of operating procedures.
- Leading and managing of x5 Customer Support Advisors.
- Driving strategic targets and KPI's within the unit and benchmark to other service orientated Departments and teams.
- Driving continuous improvement through the on-going review of services offered to student, stakeholders, and customers
- Maintaining the Salesforce service desk for all FICC teams.

Service delivery:

- Constantly reappraising the priorities of current needs of stakeholders. Supervising and leading the Customer Support Advisors to meet those priorities in accordance with the agreed timeframes and customer service standards as set in the Units Objectives and the FICC Customer Charter.
- Being responsible for developing, implementing, and reviewing policies and procedures to ensure all allocated strategic projects and initiatives are delivered in line with all School policies and with legislation including, but not limited to, finance, data protection, health and safety, safeguarding.
- Prioritising and organising the team for timely responses to enquiries and monitor all ticket traffic through the Salesforce helpdesk for volume and consistency of quality and adjust resources where required.
- Appraising and keeping staff informed of targets through Microsoft Teams Planner.
- Keeping up to date on external regulations for Federal loans and private loans administered by the school.
- Acting as Primary Administrator for Veterans and Military Benefits including GI Bill, ELCAS.
- Supervising the efficient processing of sales invoices, credit notes, matching and loan origination.
- Managing the refund and credit note approval and authorise refunds.
- Liaising with external and internal fee, loan, award and sponsor agencies to resolve seasonal or individual problems
- Managing the timely origination, certification and distribution of U.S., Canadian and other Loans and provide staff with knowledge or training as required
- Managing hybrid advisory service (SSC Drop in, virtual appointments and welcome service provision, ensuring regular liaison with SSC based managers on operational issues or seasonal needs.
- Being the primary contact for Student Service Centre based Finance operations.
- Being the primary contact for Federal Student Aid annual compliance audits.

Income and Debt Management

To support the Deputy Head of Fees, Income and Credit Control by:

- Ensuring Microsoft Planner tasks are actioned and closed within agreed timeframes.



- Maintaining an up-to-date knowledge of current best practise in debt collection, developments in legal background connected to debt collection in general and specifically concerning tuition fees

Liaising and Network

- Developing and maintaining positive working relationships with key internal stakeholders, considering opportunities for collaboration and sharing of best practice.
- Representing FICC and the School at internal or external meetings as required

Decision making

- Investigating and responding to enquiries and complaints including 2nd Line Support for escalated enquires as outlined in the Customer Charter.
- Making decisions on their own initiative based on procedure and policy, whilst also recognising the need for tact and diplomacy.

Planning and Organising resources

- Planning and organising own workload to meet section and divisional objectives.
- Reviewing, analysing and reporting on customer feedback and amend service delivery as required.
- Analysing service delivery data/information to determine efficiency of services and provide recommendations for improvement to Head of FICC
- Prioritising and make logical, independent decisions about tasks.

Communication

- Conveying complex and detailed information (by phone, written correspondence and in person) on all aspects of FICC activity in a clear, appropriate, and concise manner.
- Reporting (orally and in writing) to the Head of Fees, Income & Credit Manager on all administrative and project work planned and completed by the Customer Support Team.
- Communicating objectives, tasks and service delivery with FICC Management Team.

Management of Staff

- Managing the Customer Support Team, conducting career development reviews and performance management, as required.
- Monitoring time keeping, staff rotas, task completion and sickness levels and to take appropriate action, as required.
- Monitoring staff performance of direct reports ensuring they maintain service levels as outlined in FICC Customer Charter and internal operating procedures.
- Motivating the team and identifying areas of improvement by conducting periodic reviews and team meetings and training.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.



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**Ethics Code**

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.