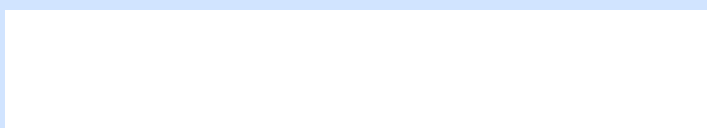


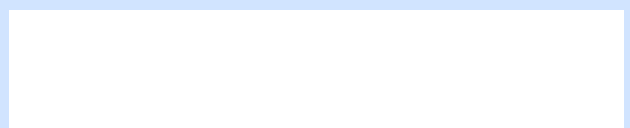
Department:	CONTACT CENTRE
Job Role:	ASSISTANT MANAGER, DIRECT SALES
Level:	Junior Management
Reports to:	Head of Commercial Development
Budget Responsibility:	No
Direct Reports:	Yes
Staff Responsibility:	Yes
Purpose:	As a member of BHSF management, assists and contributes to the operational effectiveness of the department and the Company's objectives.

KEY RESPONSIBILITIES

- Leads, develops and motivates the Direct Sales team ensuring that service and sales targets are achieved;
- Provides a professional efficient customer service, resolving issues whenever possible or referring and following up;
- Provides 1-2-1 coaching and counselling for team members in developing skills, product knowledge and resolving issues as they arise;
- Allocates and organises appropriate coverage as and when required to ensure telephone targets are met and monitors performance of team members on an on-going basis;
- Takes lead in organising staff working - lieu time, appraisals and personal development plans, multi skilling, holiday and disciplinary matters;
- Ensures compliance with the laws and FCA/PRA regulations regarding distance selling, TPS paperless DD's, Data Protection and other external requirements;
- Increases the recovery of lapsed policyholders via proactive sales techniques such as standard letters, telephone approaches and following up mail shots;
- Capitalises on any cross and up-selling opportunities via incoming and outgoing calls and following up mail shots;
- Works closely with the Head of Commercial Development analysing opportunities for further sales, co-ordinating efforts and resources;
- Carries out appropriate clerical and general duties as may be required from time to time by the Head of Commercial Development.



Signature



Date