

Job Description

Job Title: Team Leader - Customer Communications

Reporting to: Head of Claims & Customer Service

Salary: Grade 5

Working Hours: Between 08:00 – 18:00 Monday – Friday

Hours: 35.75

About Medicash

Medicash is the UK's largest provider of corporate health cash plans, supporting more than 700,000 people across the UK to take a positive approach to their health and wellbeing. Since our founding, Medicash has evolved to meet the changing needs of our members. Today, we're driven by a clear vision: to help one million people live healthier lives by 2030.

As a not-for-profit organisation with strong roots in Liverpool, we're driven by doing the right thing for our customers, our communities, and each other. We work in a regulated environment and take quality, fairness, and good customer outcomes seriously, but we're equally proud of our friendly, supportive culture. Our teams are collaborative, social, and passionate about what they do, with many colleagues choosing to stay and grow with us for the long term. We believe in investing in our people, prioritising wellbeing, and creating a workplace where everyone feels valued, supported, and able to make a real difference.

Role Purpose

As a Team Leader within Customer Communications, you will lead a high performing team delivering customer service across digital channels, including email, app messaging and future platforms.

You will be accountable for ensuring customer enquiries are managed end to end, delivered with care, accuracy and empathy, and aligned to regulatory requirements and The Medicash Way. The role focuses on driving strong customer outcomes, first response quality, productivity and continuous improvement.

Key Responsibilities

Leading Our People

- Lead, motivate and develop a high performing Customer Communications team
- Role model The Medicash Way, setting clear expectations around customer first behaviours, ownership and continuous improvement
- Provide regular coaching, feedback and performance management to support individual and team development
- Conduct regular 1:1s, performance reviews and development conversations
- Support team engagement, wellbeing and a positive working environment

Supporting Our Customers

- Ensure all customer enquiries are managed end to end across digital channels
- Drive a first response resolution mindset, reducing unnecessary follow-up and repeat contact
- Ensure written communications are clear, accurate, empathetic and professional at all times
- Oversee the handling of digital claims and associated follow-up activity where required

- Support the resolution of complex or sensitive customer issues, including complaints

Delivering a Great Experience

- Maintain high standards of communication across all channels, including tone, clarity and accuracy
- Ensure customer interactions consistently deliver fair, appropriate and good outcomes
- Promote a culture of ownership and accountability across the team
- Ensure consistent and positive customer experiences across all digital touchpoints

Process, Quality & Compliance

- Ensure all activity is compliant with internal processes, regulatory requirements and data protection standards
- Oversee complaint identification and ensure complaints are logged and managed in line with requirements
- Support the creation and review of high-quality complaint responses, including SRC letters
- Ensure all work would stand up to QA, audit and regulatory review
- Monitor and act on quality assurance results, identifying trends and areas for improvement

Supporting Vulnerable Customers

- Ensure vulnerable customers are identified, recorded and supported appropriately
- Promote a compassionate and customer-first approach across all interactions
- Ensure processes relating to vulnerability are followed consistently and effectively

Performance, Insight & Continuous Improvement

- Manage team performance against agreed KPIs, balancing quality, productivity and customer outcomes
- Use MI, QA insight and customer feedback to drive performance and identify improvement opportunities
- Monitor volumes, backlogs and workload distribution to maintain service levels
- Lead the team through change, supporting evolving digital priorities and new communication channels
- Escalate risks, trends or issues impacting customer experience, compliance or performance

Flexibility & Business Needs

- Work collaboratively with other teams to support joined-up customer journeys
- Support wider operational priorities and change initiatives
- Undertake any other reasonable duties appropriate to the role

Knowledge, Skills & Experience

Essential:

- Strong leadership and people management skills
- Excellent written communication skills and attention to detail
- Ability to coach, develop and performance manage individuals
- Strong understanding of customer service principles and delivering good outcomes
- Ability to manage competing priorities and workload effectively
- Understanding of process, quality and compliance requirements

Desirable:

- Experience in a digital customer communications environment

- Experience within a regulated or financial services environment
- Experience managing complaints and complex customer issues
- Understanding of QA frameworks and performance management

Our Values

Customer Focused

Do what's Right

Own it

One Team, Always Improving