

Job Title: Wholesale Manager
Reports to: Group Operations Director

Salary: £30k to £35k (DOE)
Department: Rydal Wholesale

Job Description

The Wholesale Manager will be responsible for ensuring that our customers have a positive and seamless experience with our products and services. The role involves leading our wholesale function working closely with internal departments to ensure a consistent and high-quality customer experience.

It will oversee wholesale service operations, developing strategies to enhance customer satisfaction, while delivering consistent service within an expanding function.

Duties and Responsibilities:

- Provide regular reports regarding provisioning metrics, customer satisfaction, inventory status, and team performance
- Leading and mentoring a team ensuring high-quality, responsive support
- Setting clear performance goals and monitor individual and team performance
- Continuously evaluate and improve workflows, procedures, and tools to optimize efficiency and enhance service quality
- Serve as the primary point of contact for partners, addressing any concerns, issues, or escalations and ensuring they are resolved in a timely manner
- Developing and training teams to improve performance and deliver best practice
- Foster a positive work environment focused on teamwork, accountability, and customer satisfaction
- Ensure that provisioning tasks align with project timelines and milestones, tracking progress and making adjustments as needed
- Oversee the client onboarding process, ensuring new wholesale clients are smoothly integrated into the Rydal's services and products
- Drive initiatives that improve client retention, reduce churn, and foster loyalty by creating value-added experiences for clients

Knowledge, Skills, and/or Abilities Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required

- Strong leadership and team management skills
- Excellent communication and interpersonal skills
- Ability to solve problems quickly and efficiently
- Skilled in managing multiple tasks and incidents simultaneously
- Proficiency in data analysis and reporting tools
- Ability to manage performance metrics and SLAs
- Strong desire to seek external feedback on team performance
- Document processes, procedures, and guidelines to ensure consistency and adherence to best practices within the provisioning team
- Project management skills, with the ability to prioritize tasks, manage timelines, and allocate resources effectively

- Continuously improving the provisioning process by identifying and addressing inefficiencies or areas for automation
- Ability to build, improve and gain stakeholder engagement for a customer first culture
- In depth knowledge of order management software / ITSM systems
- Familiarity with ITIL frameworks and best practices for service management
- Knowledge of telecommunications desirable
- Leader, customer centric, empathetic, passionate, critical thinker, innovative and results focused
- 3 years' demonstratable experience in a similar role

Benefits:

- Salary £30,000 to £35,000 depending upon experience
 - 22 days annual holiday + 8 bank holidays
 - Loyalty Holiday Scheme
 - Pension with Employer contributions
 - Medicash Health benefit
 - On-site parking
 - The opportunity to grow and develop skills
 - Experience Team Building days, Wellness Days and Team Incentives
 - Full appreciation and reward of hard working and long-term commitment
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