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# Example of Centre Manager Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of centre manager. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for centre manager

* Conduct regular performance appraisals and support the development of team members though effective development plans, delegation of additional responsibilities, effective liaison with KIQM team, etc
* Continually develop an open culture within the department – providing clear objectives, facilitating regular constructive and developmental feedback, ensuring high performance is recognised and under-performance is addressed
* Work closely with peers to ensure resources are allocated to best effect and to proactively identify and act on opportunities to continually improve our service, efficiency and working environment
* Ensure continued regulatory compliance within the Contact Centre, via Overseeing resolution of incidents / breaches and significant or escalated complaints in accordance with guidelines
* Regular liaison with internal Compliance team
* Overseeing audits / reviews as required, FCA Arrow visits, Depositary Audits, Compliance Monitoring Reviews, etc
* Liaise with the broader business
* Lead and support significant business improvement initiatives within the Contact Centre and across the business as required
* Production of high quality documented processes and procedures
* Positive feedback from inspectors on the facilitation of the inspections

## Qualifications for centre manager

* Create and send Major Outage Notifications via email to various distribution lists
* Participate in Major Outage or critical issues conference calls
* Manage and review staff schedules for the CEP technician team
* Audit tickets and create WEBRCA to drive service improvements
* Load management using the following tools
* Experience of managing complex data centres