

Job Title: UK Online Business Manager

Department: Online Department, London.

Salary: Disclosed upon Application

Introduction

Group NBT plc is a leading provider of domain names and Internet-related services. Established in 1995, the company has registered hundreds of thousands of domain names and hosts thousands of websites. With a wide range of services, Group NBT's clients come from many industries and include well-known companies including over 30% of the FTSE 100.

Group NBT plc currently has over 290 employees worldwide, with offices in London, Cambridge, Copenhagen, New York, Nice, Munich, Zurich, Oslo and Stockholm. With five market-leading brands, Group NBT plc is now made up of the following:

- **NetBenefit**; providing high quality managed hosting services to SMEs in both the UK and continental Europe;
- **NetNames**: providing corporate domain name management to large organisations through its industry leading Platinum Service, which is now used by over 30% of the FTSE 100 and **Speednames Business** who offer the same service across northern Europe and the Scandics.
- **Easily.co.uk** and **Speednames.com**; top providers of cost effective web hosting and domain name services to European businesses and consumers.
- **Ascio**, which is responsible for the provision of domain name services indirectly through more than 300 partnerships. These partners primarily include telecom operators, web hosting companies, internet access providers and IP law firms.
- **Envisional**; solutions offering a suite of services that protect businesses from online counterfeit activity, fraud, piracy and offer ongoing brand monitoring solutions.

Responsibilities

Your primary role will be the day to day leadership of our Online Business so that it delivers to the agreed business plan. This will include active day to day management of the department, supporting the team leaders both in UK and Denmark and liaising with the various stakeholders within the business. There will be matrix management responsibility for the Marketing and Product Management functions. This role requires excellent interpersonal communication, time management and the ability to think outside the box. The main responsibilities include:-

- Manage the effective day to day running of the Online department both in terms of attendance, shift patterns, failure demand and budget requirements.
- Ensure that UK and DK Support team Leaders are effectively managing our support requirements – including phone, email and live chat and review outstanding issues accordingly.
- Ensure all support calls and emails are measured in terms of the set KPI levels for the business.
- Manage training requirements for the teams in terms and liaise directly with other areas of the business to provide the necessary learning.

- Monitor telephone and email responses of Online support team and evaluate staff accordingly.
- Manage the day to day reporting for the Online business as well as providing reports as and when required.
- Develop ideas and processes to ensure that the Online support team functions at a high level and to work with cross dependent departments on improvement processes.
- Second point of escalation for dealing with complaints and ensuring this is done in an efficient and speedy manner either by email, telephone or letter and in accordance with the company guidelines.
- Act as sign off authority on discounts, refunds and fraud checking for the Online business.
- Carry out HR-related duties within the team as and when required.
- Monitoring of network and infrastructure, and working with the relevant departments to ensure that our service levels are upheld.
- Project management of key Online projects such as server migrations, upgrades and monitoring requirements. The objective is to minimise the number of active servers in use in datacentres.
- Responsible for the updating and administration of the nGenera CIM system, and the associated Knowledge Base. This includes working with Technical Support on planned upgrades and outages.
- Act as liaison between the Online team, Infrastructure and Technical Support functions.
- Manage the recruitment of new support staff and the reviews of current staff (probation and yearly reviews)
- Matrix management responsibility for Marketing and Product management

Skills/experience required

- Management/Team Leader experience in a similar environment
- Ability to deliver to the vision and business plan
- A clear understanding of domain name registration and web hosting.
- Demonstrable support skills on DNS, email software, web hosting platforms, ftp and web design tools.
- Ability to approach problems/ fault diagnosis in a systematic manner
- Proven experience of handling customer interactions in a professional and positive manner
- Excellent communication skills, both verbal and written and call handling skills
- Ability to contribute to team goals and targets
- Self motivated