

POSITION DESCRIPTION

POSITION TITLE:	National Contact Centre Manager
LOCATION:	Southport
REPORTING TO:	Senior Customer Experience Manager
DEPARTMENT:	National Contact Centre

PURPOSE STATEMENT

The National Contact Centre Manager will lead the National Contact Centre focused on providing inbound and outbound services across the Group to ensure the delivery of exceptional customer service.

As the National Contact Centre Manager you will have day-to day leadership of the Call Centre team including development and coaching; to ensure succession and drive high performance.

You will be expected to lead and motivate the team to meet daily performance metrics (including efficiency and client satisfaction) and will implement daily/weekly motivation activity to align with KPI's.

You will implement change requirements and where required design and implement strategic initiatives to ensure Customer Experience and performance targets are met (e.g call listening, telephony, web-chat).

OUR VISION

To improve social equity through having more people in jobs, more people learning new skills, and more communities exposed to positive change.

OUR MISSION

- To promote training, employment and workforce planning solutions to employed, under-employed and at risk members of our Communities, with particular emphasis on youth
- To provide bridging assistance where government and community resources are lacking
- To assist new and existing businesses to grow and prosper through effective workforce planning
- To create and maintain partnerships with other providers, industry groups and governmental agencies

OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

REPORTING

This position reports to the Senior Customer Experience Manager.

PRIMARY DUTIES

- Provide leadership, development and coaching of National Contact Centre team. Actively engaging and supporting the development of the team to ensure performance and quality service through a customer centric empathetic and expert approach
- Working with HR and Recruitment to drive the recruitment & selection of Team Leader and Advisors.
- Developing a culture where training and development are part of the team, identifying actions to ensure the skills and knowledge are developed effectively;
- Ensure effective and consistent communication throughout the team, encourage feedback and customer insight in order to enhance the customer experience;
- Embed a performance culture, framework and review processes to achieve service levels and improvements against set targets;
- Build and maintain effective internal and external stakeholder relationships;
- Identify and instil best practice, processes and systems and drive continuous improvement environment;
- Maintain open channels of communication with stakeholders at all levels across The Group for feedback to make process improvements;
- Ensures targets are continually reviewed and expectations are met with optimum levels of quality and service delivery;
- Review management information and make suggestions, recommendations as to improvements across the National Contact Centre;
- Contribute to the design and implementation of change programs and projects which impact the National Contact Centre.
- The ability to manage remote teams, where necessary
- The ability to work flexible hours / shift work hours (between 8am – 8pm)
- Developing and implementing training programs and tool-kits including scripts and the knowledge base
- Developing objection handling techniques to accurately direct enquiries and deliver conversion
- Demand estimation and workforce planning
- Ensuring adherence to quality control and audit processes
- Senior stakeholder management including reporting, insights and proposed initiatives to address performance
- Others duties as required.

KNOWLEDGE, SKILLS & EXPERIENCE

- Managing a large inbound and outbound call centre team
- Prior experience in working in a highly regulated arena with significant compliance requirements
- Experience in designing and implementing end-to-end customer contact journeys, including telephony triage and escalation
- Developing, reporting against and managing to complex call Centre metrics
- Strong written communication skills – including web chat system, social media and secure mail; to build connections with our customers
- Self-driven and self-motivated with a high degree of personal integrity and strong work ethic
- Ability to communicate with all levels of The BUSY Group and stakeholders comfortably
- Strong interpersonal skills – includes building effective relationships, positive interaction and effective problem solving
- Proven ability to drive performance while, leading, inspiring, motivating, influencing and developing an effective contact centre team
- Demonstrated ability to address diminished performance through implementation of performance improvement plans
- Ability to establish priorities and managing workload and deliver effective results
- Strong client focus and desire to be part of a growing, high achieving, successful service organisation



QUALIFICATIONS

- Whilst no formal qualifications are required, significant proven experience in managing a high-performing team in a fast paced call centre environment will ensure success.

KEY DIMENSIONS:

Key dimensions required within the role:

- Adaptability
- Communication
- Initiative
- Managing Work
- Managing Time
- Accuracy

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: _____ Date: _____