

**Role Purpose:** Reporting directly to the Head of Customer Experience, this role is responsible for overseeing the day to day operations of a busy Contact Centre, driving the performance delivery of service to customers, to include resource planning, regular communications, reporting and SLA delivery.

Shaping the provision of service, strategy and new innovations and being responsible for the implementation of processes and procedures within the contact centre, ensuring a continuous cycle of improvement. Managing the Data and Communications within the team. Maintaining up to date methods and a full audit process that is legally compliant. Lead contact with Trading Standards and compliance teams.

<b>Function / Business Unit:</b> Contact Centre	<b>Location:</b> Bridgwater Contact Centre (some remote working required)
<b>Reporting Line:</b> Head of Customer Experience	
<b>Team Management:</b> Responsible for leading a team of circa 5 heads	
<b>Key Accountabilities / Responsibilities:</b> <ul style="list-style-type: none"> <li>Responsible for operational planning of the Contact Centre to achieve SLA's.</li> <li>Focussed on driving department KPI's/SLA's and responsible for ensuring the team are meeting service levels with a focus on experience for the customer</li> <li>Dotted line responsibility for the resource planning function to ensure we have the right people at the right time. Forecasts in place and resource is planned to forecast</li> <li>Accountable for the overall Data reporting and analysing for the contact centre, line managing the DA team.</li> <li>Developing and delivering the strategic operational plan for the Contact Centre</li> <li>Responsible for internal communications to the CC team to ensure team are updated and in possession of information in a timely manner</li> <li>Focussed on ensuring contact centre processes, policies and ways of working are fit for purpose, updated and embedded.</li> <li>Leading Continuous improvement with the Continuous Improvement Manager to balance efficiency and customer experience</li> <li>Responsible for ensuring training manuals are up to date and in correct format.</li> <li>Liaising with the management team and Training Manager on a day to day basis to cohesively deliver the overall CC strategy</li> <li>Setting and maintaining of KPI's and service levels for non customer facing tasks.</li> <li>Leading the Data Analyst to ensure reports are created and maintained to show productivity and to highlight customer insight and trends</li> </ul>	<b>Behaviours:</b> <p><b>Teamwork and Collaboration-</b> Understand the importance of working collaboratively. Proactively identifies new or important professional working relationships and works to develop them over time. Identifies working relationships between others within group or team situations and promotes effective development of those relationships</p> <p><b>Customer Focused</b> - Proactively seeks customer feedback to adjust and modify service strategy within own area. Manages customer expectations and develops solutions to meet customer needs</p> <p><b>Communication</b> - Communicates clearly, articulately and with conviction when speaking with an individual or before a group. Adapts content and style to their audience.</p> <p><b>Leading</b> - Provides excellent leadership through motivating and developing others to achieve high performance. Conveys a clear sense of organisational goals and values to others</p> <p><b>Drive and Motivation</b> - Pursues everything with energy, drive and a need to finish. Can be counted on to exceed goals. Seizes more opportunities than others Dependably achieves what he or she sets out to do, and expects others to do likewise</p> <p><b>Problem Solving</b> - Identifies and evaluates problems and possible causes to determine root causes and impacts. Researches issues thoroughly and uses sound judgement. Uses expertise in policies and procedures to make recommendations for addressing these</p>

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- Maintenance of our customer proposition and customer service standards; take corrective action where necessary and make proactive suggestions of areas for improvement and efficiencies

**Required Skills & Experience:**

- Proven track record managing high performing teams in a fast paced, customer focussed environment is essential
  - Proven ability to drive a culture of customer-centricity across the department, and ensure all actions result in added value for our customers
  - Flexibility to adapt to an ever changing environment with experience in implementing and embedding change and new ideas with a positive and proactive outlook
  - The skill to understand and communicate requirements with a clear, positive and customer-focused message
  - Show strong skills in analytical thinking using KPI data to help make the right decisions for the future of the customer service offering
  - Proven experience in analysing process and procedure and identifying improvements and efficiencies.
  - Ability to be challenging where necessary
  - Good communication and interpersonal skills; able to relay information in a clear and appropriate manner
  - Ability to think strategically and to see the long-term potential
  - Self motivated, patient, polite and professional
  - Good working knowledge of Word, Excel and Email
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