

PROGRESS HOUSING GROUP

JOB DESCRIPTION

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| Post Title: | Contact Centre Manager – Service Delivery | Grade: | 3 |
| Department: | Progress Lifeline | Location: | Leyland |
| Responsible to: | Head of Progress Lifeline | | |

Job Summary

The Service Delivery Manager for the Contact centre will lead, motivate and develop the team leaders.

Be responsible for the overall management and performance of the Contact centre team and team leaders. Providing operational responsibility for the day to day service delivery of Progress Lifeline to ensure delivery of a high quality service to all customers 24 hours a day 365 days a year.

To work with internal and external stakeholders to ensure the customer experience is exceptional and lead the Contact centre and team leaders via continuous motivation, development and inspiration to achieve contract centre and individual objectives and to ensure that all KPI are achieved.

Duties and Responsibilities

Core Responsibilities

1. To effectively manage the operational team leaders and staff responsible for the contact centre service
2. Ensure compliance of all contract Service Level agreements, Key performance Indicators and Telecare Service Association Quality standards Framework standards
3. Investigate trends, service breaches and implement remedial actions
4. Develop work plans, schedules to maximise efficiency and ensure contact centre service delivery
5. Continually monitor, evaluate and review service delivery for service improvements
6. Work with the service development team to formulate, oversee and agree policies, procedures and working guidelines
7. To develop and introduce service delivery improvements for the contact centre.
8. Review and update working practices in the light of developments, legislation, social care and NHS directives and industry best practice
9. Work in partnership with all stakeholders, commissioners and external agencies

10. Responsible for contract management and validate reports in line with contractual requirements and attend contract review meetings with commissioners and Head of Progress Lifeline.
11. Prepare and compile statistical information and, develop quality reports that are required for internal management, commissioners and, external agencies.
12. To work with the team leaders to recognise and report to the appropriate authorities any concerns regarding child protection issues and vulnerable Adults-safeguarding
13. To work with the Service Development Team to assist with mobilisation of new contract awards and decommissioning of services.
14. Manage systems and perform quality monitoring of the contract centre to ensure quality standards and Key performance Indicators times are maintained.
15. Oversee the investigation of customer complaints and be competent to be able to resolve complaints to a satisfactory resolution

Leadership, Management and Supervision Responsibilities

1. Develop the Contact centre team and team leaders to ensure focus on delivering a high quality service
2. Provide direction to the team leaders, motivate and support them to achieve the objectives of Progress Lifeline
3. To ensure that PRDP's are completed, manage absence and performance management of all staff is delivered by the team leaders
4. Mentor and assist staff with personal development
5. Ensure staff are trained and competent and manage to the required standard to deliver a safe and effective service
6. To oversee the recruitment and selection process for staff in the team
7. To monitor and manage the contact centre budget

Corporate Responsibilities

1. Work in line with the Group's core values.
2. Participate in the Group's Personal Review and Development Plan (PRDP) process.
3. Comply with the Group's Equal Opportunities, Customer Care, Data Protection, IT and Health and Safety policies.
4. Undertake any additional learning and development considered relevant to the performance of the duties of this post in furtherance of the Group's objectives.
5. Adopt a corporate, co-coordinated, and co-operative approach to working.
6. Any other duties to reflect the changing workloads and priorities within the department.

Special Conditions

1. Be available to participate in an 'on-call' rota in addition: to be available to be contacted by telephone by team leaders on duty for the following situations:
 - i. Staff absence or HR issues
 - ii. Supervisory support
 - iii. Disaster recovery
2. This may include being able to provide a physical response to the Contact Centre
3. To comply with the staff code of conduct at all times.
4. A payment will be made for on call support.

Must be in possession of a full, UK driving license. A car should be available for work purposes for which a mileage allowance will be payable.

Special Requirements

Working flexibly to meet the needs of the service which will include some out of hours working to support a 24/7 contact centre.

Signature:**Date:**

PROGRESS HOUSING GROUP

PERSON SPECIFICATION

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|--------------------|---|
| Post Title: | Service Delivery Manager – Contact centre |
| Department: | Progress Lifeline |

| CRITERIA | ESSENTIAL/ DESIRABLE | METHOD OF ASSESSMENT |
|---|---------------------------------|-------------------------------------|
| <u>QUALIFICATIONS</u> 1. GCSE, 'O' Level or equivalent in Maths and English. (Qualified to C Grade/Level 4) 2. Computer literate (Word, excel, Outlook, file management) | D E | Application Form / Interview |

| <u>BACKGROUND KNOWLEDGE AND ABILITIES</u> | | |
|--|---|------------------------------|
| 1. Proven experience in managing, leading and motivating staff | E | Application Form / Interview |
| 2. Managerial experience within a contact centre | E | |
| 3. Experience of managing multiple Team Leaders | D | |
| 4. An understanding of current issues affecting social adult care and the NHS | E | |
| 5. Experience of working with older and vulnerable customers | D | |
| 6. An ability to write clear comprehensive procedures and implement to teams | E | |
| 7. An understanding of Independent Living schemes and associated services | D | |
| 8. Excellent communication, interpersonal and organisational skills | E | |
| 9. An understanding of the importance of adhering to and monitoring service standards | E | |
| 10. An ability to work as part of a larger team and closely with other team leaders. | E | |
| 11. Customer focused with the ability to deal sympathetically with customers who may be in distressing circumstances | E | |
| 12. Experience of effective resource planning | E | |
| 13. Ability to write and produce management information reports extracting information from various systems | E | |
| 14. Manage the contact centre budget | E | |
| 15. Promote the services provided by your team both inside and outside the organisation | E | |
| 16. Ability to work under pressure and to deadlines | E | |
| 17. Ability to manage and guide people through change showing a positive attitude to change and willingness to identify opportunities to improve or expand the service | E | |

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| <p><u>BEHAVIOURAL SKILLS</u></p> <ol style="list-style-type: none"> 1. To be self-motivated and outgoing 2. An understanding of customer care and the importance of providing a high quality service to tenants and other customers 3. To present a positive and professional image of the Lifeline business and have excellent interpersonal skills | <p>E</p> <p>E</p> <p>E</p> | <p>Application Form / Interview</p> |
| <p><u>OTHER REQUIREMENTS</u></p> <ol style="list-style-type: none"> 1. Full UK driving licence and use of a car during working hours | <p>E</p> | <p>Application Form / Interview</p> |