

# Job Description – National Careers Service Delivery Team Manager

HRF20

## **Post**                      **National Careers Service Delivery Team Manager – Telephone Service**

**Job Purpose**                      To manage a team of National Careers Service Careers Advisers within a customer contact centre, supporting advisers to achieve team performance targets and having responsibility for the quality of the service provided.

**Line Manager**                      Delivery Development Manager

**Location**                      West Midlands – Birmingham

**Job Category**                      Children and Adult Workforce

**DBS Disclosure**                      Enhanced

**Qualification**                      Hold, as a minimum, Level 4 Diploma in Careers Information and advice or NVQ 4 in Advice & Guidance equivalent.

**Salary**                      £28,000 per annum

To comply with and understand Prospects safe guarding policy and procedures and take action as appropriate in relation to children and vulnerable groups regarding matters of safety, protection and wellbeing.

Prospects is committed to promoting equality of opportunity, valuing diversity and eliminating discrimination, as a core value.

## **Job Description**

- Responsible for management of the Information Plus telephone, Email and webchat service
- Responsible for delivery of team performance targets and contractual KPIs for a team of telephone based Careers Advisers
- Manage the adviser team, including observations; training; KIT meetings, Annual Reviews and any other relevant tasks
- Work closely with the Contact centre manager to manage rotas to ensure there is suitable cover to provide a quality service and management cover at all times, including out of hours as required
- Deliver the Information Plus service as required to young people and adults

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- Ensure all calls are correctly recorded, correct data is collected and reports are maintained and submitted on time
- Ensure the team of advisers meet all audit and contractual requirements
- Support new advisers with induction and ongoing support to meet performance and quality targets
- Support team advisers to use and contribute to local, regional and national LMI to support customer progression in their career
- Ensure team advisers meet all standards for quality of service; safeguarding, information and data security, and any other to meet contract requirements
- Work closely with the Marketing team to ensure all campaigns are supported
- Ensure the telephone team is integrated into the wider service to support the meeting of all contractual requirements and targets
- Attend company meetings and training and liaise with staff at all levels
- Ensure adherence to the company's equalities and diversity policy and actively embed equality and diversity into careers advice
- Other duties commensurate with the level and nature of the post.

## Personal Specification

- Skilled and competent in delivering careers advice in a range of settings and through a range of delivery modes including telephone, email and webchat
- Able to manage and support a team of advisers effectively, good understanding of basic HR procedures
- Able to work in a target driven environment, and ability to meet or exceed contract targets
- Excellent IT skills and ability to use databases, and adapt to new systems
- Good understanding of quality systems and procedures
- Excellent communication, telephone and presentation skills
- Well organised, able to plan, capable of working under pressure, meeting deadlines and targets, manage their own time
- Able to work flexible hours between 8am to 8pm weekdays and occasional weekends.
- An understanding of and commitment to promoting equality and diversity.

## Education and Qualifications

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- Education to graduate level or equivalent
- Willing to undertake professional training to maintain standards
- Hold, as a minimum, Level 4 Diploma in Careers Information and advice or NVQ 4 in Advice & Guidance equivalent
- We would encourage completion of Level 6 CIAG qualification in support of this role