

Job Description – National Careers Service- Contact Centre Manager

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| Post | Contact Centre Manager, National Careers Helpline London |
| Job Purpose | To manage the telephone service for National Careers Service London |
| Location | Prospects House, Bromley |
| Line Manager | Operations Manager (Prospects delivery), NCS London |
| Job Category | Adults Workforce |
| DBS Disclosure | Enhanced |
| | Salary £30,500 |

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

- Manage the team of Customer Service Assistants and NCH Advisors, ensuring the telephone service meets service requirements and quality standards across all hours of delivery including evenings and weekends
- Arrange rotas and cover for the Customer Service Assistants and NCH Advisors to ensure the service is operational during all contractual hours
- Undertake a range of duties including monitoring of calls, production of reports; training and development of Customer Service Assistants and NCH Advisors; liaison with MI Manager and IT to trouble shoot
- Use the Prospects MI system to generate reports to monitor the delivery of all staff and effectiveness of the service
- Ensure the Customer Service Assistants and NCH Advisors have up to date referral information, and liaise with delivery managers to ensure NCH team are kept fully informed of delivery arrangements
- Responsible for management of the Information Plus telephone, Email and webchat service
- Devise and implement processes to deliver performance targets and contractual KPIs for a team of telephone based Careers Advisers

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- Provide cover and support across other Contact Centre functions within National Careers Service
- 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
- Monitor reports to ensure all calls are correctly recorded, correct data is collected and reports are maintained and submitted on time
- Support new advisers with induction and ongoing support to meet performance and quality targets
- Take or make call as required by the contract, to ensure complete coverage of service hours, including a warm handover to careers advisers in the delivery teams
- Ensure adherence to the company's equalities and diversity policy
- Other duties commensurate with the level and nature of the post

Personal Specification

- Demonstrable experience of supervising staff
- Excellent organisational skills
- Excellent IT skills, particularly use of databases
- Ability to communicate effectively, particularly over the telephone
- Ability to prioritise, plan and organise own work to meet deadlines and targets
- Good teamwork skills and experience of developing staff
- Prepared to work flexibly including weekends and evenings
- Understanding of and commitment to implementing equal opportunities in all aspects of work with an understanding of and commitment to promoting equality and diversity
- Willingness to undertake relevant qualifications in support of contract delivery including the opportunity to complete CIAG (Careers Information, Advice and Guidance) Level 4.