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| **Role** | **Need to Do** | **Need To Know** | **Need to Be** |
| Role Purpose:  Operationally responsible for Motability Centre of Excellence call centre leading up 8 direct reports c140 indirect reports. Accountable for the delivery of all customer, people and telephony metrics through robust planning and management.  To provide a stimulating and motivational work environment to deliver high standard and efficient customer service.  Role Dimension:  Reports to:   * General Manager   Relationships  Internal   * + BAC Manchester/Bescot   + CSC   + HR   + Finance   + Technical   + Union   + Resource Planning & Forecasting   + Business Services   + Customer Care   + Data Insight   External   * + Corporate Account Contacts & Customers   + Motability Operations   + Motability Charity   + Motability Partners   + Epyx   Breadth & Depth of Job  Accountable for c.130fte, annual  £5m pa budget (for site) and achievement of monthly contractual SLA’s to prevent any business loss | Outcomes  Key Accountabilities   * Manage Centre costs within agreed budget, working with Finance and General Manager * Initiate and support changes to improve the call handling experience and environment to create an award-winning Department * Ensure people plans are in place to develop, improve morale and motivation, which will ensure absence is <6% and attrition is <2% * Manage the operation to ensure KPI’s are achieved in line with contractual requirements, making quality decisions and communicating clearly at all levels on the step needed to get back on track * Ensure that all employment relations and performance cases within the Centre are handled with skill and in line with processes * Coach and develop Direct Reports and Indirect Reports, creating a strong and talented team that through coaching and leadership deliver the best customer service as efficiently as possible. * Drive and deliver continuous improvements in Service Delivery processes and performance, through constant review of activity, using data, insight and understanding of internal processes and challenge to drive improvement and reduce cost and/or improve service * Support Business Services with hosting Corporate Tours to key Customers * Develop and upskill existing colleagues to continually improve Incident Management. * Lead, develop and motivate teams to deliver on performance targets * Work with and manage internal/ external suppliers so that KPI’s are delivered * Be the ‘Expert’ in key areas of line management including performance management, attendance and disciplinary processes, Health and Safety, deployment * Introduce initiatives to improve morale and motivation in McE, as measured by the climate and leadership surveys * Working closely with the Resource and forecast planning to ensure that staffing levels match resource requirements, through successful and timely recruitment, close management of shrinkage and telephony downtime and low negative attrition | Skills, Knowledge & Experience  Essential   * Excellent leadership skills * Proven experience of leading large Contact Centre Teams * Self-motivated and results driven with a strong will to succeed * Strong networker, with the ability to build relationships at all levels * A logical thinker with a clear commercial acumen * Ability to lead all levels of Contact Centre colleagues to deliver overall objectives * Ability to drive performance through efficacy and creativity   Regulatory Knowledge/FCA:   * Requirement to conform to Data Protection Act, Working Time Directive, Health & Safety and FCA. | Capabilities/Strengths:   |  |  | | --- | --- | | Achievement Drive | 4 | | Leadership | 4 | | Judgment and Decision Making | 4 | | Strategic Thinking | 3 | | Commercial Awareness | 4 | | Developing Self and Others | 4 | | Specialist Knowledge | 3 | | Customer Focus | 4 | |
| Role Conditions |
| Location   * Bescot, near Birmingham * Occasional travel to Motability and partner Sites, and events |