|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ROLE Title:** | **Real Time Analyst** | | **DAte:** | **November 2024** |
| **ec** | **Grade C** | | **Business Unit:** | **Consumer** |
| **JOb Family:** | **Sales Operations** | |  |  |
| **Role** | | **Need to Do** | **Need To Know** | **Need to Be** |
| **Role Purpose:**  To support the real time performance of the RAC Sales Operations Contact Centre, ensuring that all SLA’s and KPIs are achieved efficiently.  **Role Dimension:**  **Financial**  Support the delivery of performance plans without exceeding cost budget for overtime.  **Non-financial:**  Work as part of a Real-Time team to deliver performance SLA’s/KPI’s on an interval basis working with operational sales and service teams.  Working hours will be shifts that cover opening hours of centre including Weekends Evenings and Bank Holidays, if full time c28 will be in role and a minimum of 7 per week will be scheduled to take calls  **Reports to:**  Performance Manager  **Relationships:**  Build strong relationships with Contact Centre Manager, Performance Manager, The Resource Planning Team, Team Managers, Operational Senior Leadership across all areas. | | **Real Time Management**  **Outcomes**   * Accountable for delivery of contact centre KPIS:   + Call abandonment rate <5% - all lines   + Average Handling Time to budget – all lines   + Average time to Answer to budget – all lines   + Adherence - <95%   + Utilisation to budget * Monitor and manage telephony performance throughout the day, reacting to tactical planning. * Instigating contingencies as needed to protect telephony service levels (e.g. overtime, shift adjustment & breaktimes, tactical skills pinning). * Communicating changes and telephony performance to the plan to team managers, seniors and agents. * Responsible for authorisation of down-time * Maintaining exceptions document, logging and tracking downtime. * Absence tracking * Walk the floor on standby to support colleagues – and monitor adherence, AHT * Challenge team managers and individuals to be the best and achieve exceptional levels of performance, ensuring the team managers are effectively coaching ad developing their teams to deliver performance improvements. * Utilise central desk to access all systems to find information * Work as part of a team of Real Time Coordinators lead by the Performance Manager * Monitor and manage high call work, talk time, hold, and outbound, to see if support is required * Deal with enquires on the RTM phone & coach colleagues to find a solution & enhance colleagues skill sets * Support colleagues with escalations sharing best practice * Identify training opportunities and inform Team Managers. * Highlight code of conduct issues to Performance manager * Support performance manager with ad hoc activities as required * When taking calls make sure all productivity, service targets are achieved * Support intraday management of all customer contacts against SLA/KPI requirement. * Understand, manage and provide insight on the rise and fall of our queue SLA's. * Work with the whole of CC Planning to ensure we are continually improving and refining our planning process * Escalate and co-ordinate technology impacting incidents, invoking continuity plans to ensure impact is minimal * Challenge non-adherence and ensure agents/managers are aware of instances as they happen * Manage secure desk policy * Performs analysis to determine any variance against plan and recommend changes to future resource planning.   **Reporting**   * Update the generation of real time reports to Management Team throughout the day (10am, 2pm and 5pm). * Provide any real time analysis as required and feed into planning team to increase accuracy of forecasts * Ad hoc performance related reporting, as needed, by stakeholders   **Targeting**   * Support SLA/KPI achievement across the contact Centre   **Communication**   * Share regular performance updates with key stakeholders via email and daily plan * Weekly circulation of plan and shrinkage to Management Team   **Finance**   * Utilise initiative to ensure the most cost effective way to increase hours on the phone   **Other requirement**  Develop own self and maintain knowledge in resource planning, including technology and best practice.  Attend relevant meetings to understand the direction for the day/weeks | **Skills/Knowledge /Experience**   * Good communicator at all levels and able to build effective relationships quickly * Good knowledge and understanding of Contact Centre contact metrics * Strong people skills with the ability to identify coaching requirements, using the grow model and setting smart objectives * Inquisitive and challenging, always looking to improve performance * Ability to make decisions that can impact on performance and cost budget with sound reasoning & logic * Self-motivated and target driven * Team player * Solutions focussed * Proven track record of building strong relationships across multiple hierarchical levels and teams.   **Qualifications/FSA:**  Good working knowledge of FSA and compliance procedures | **Capabilities/Strengths:**  Core competencies:   * Customer Focus (L3) * Achievement Drive (L3) * Judgement & Decision Making (L3) * Continuous Improvement (L3) * Interpersonal & Influencing (L3) * Commercial Awareness (L2) * Analytical * Decisiveness * Performance Driven * Planned and Organised   **Need to exhibit behaviours consistent with RAC core values:**   * **H**andle It Together: We work as one team; showing trust, respect, fairness and integrity * **E**xceptional Service: We deliver excellent results and service every time * **R**aise the Bar: We always look for new ways to be even better * **O**wn It: We are empowered to take action |