

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>8BF</b>	<b>Role Title</b>	<b>Contact Centre Supervisor</b>
<b>Grade</b>	PS8	<b>Reports to (role title)</b>	<b>Contact Centre Operations Manager</b>
		<b>Directorate/School</b>	<b>Resources</b>
<b>JE Band</b>	269-313	<b>Service/Department</b>	<b>Customer Services Contact Centre</b>
		<b>Date Role Profile was created</b>	<b>Feb-25</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	Responsible for leading and developing a team of approximately 10 Contact Centre Agents and supervising the day to day operations of the office administration. The post holder will ensure that a high quality service to customers is maintained and that information is provided in a sensitive and courteous manner to the quality standards identified for the Contact Centre.
<b>Work Context</b>	<p>The role is embedded in the Customer Services Contact Centre. This is a fast paced, high-volume environment which handles a large number of enquiries by telephone and other digital contact channels and is the front door to the majority of council services. Wherever possible enquiries and requests for service are resolved at first point of contact, without needing to refer to specialist teams in other parts of the organisation.</p> <p>Contact Centre Supervisors play a key role within the team. They help set and maintain the standard that both internal and external customers experience and ensure that policies and procedures are properly implemented and followed. They will be expected to add value to the quality of the service provided by the Contact Centre by promoting excellent resident experience and implementing effective and consistent support, development, coaching and performance management of their team through regular quality monitoring and feedback. They will have collective responsibility for managing contact centre resources to meet demand across different channels and skillsets by monitoring dashboards and contact volumes and by ensuring that staff schedules are updated promptly and adhered to.</p> <p>With a strong customer focus, supervisors are expected to proactively contribute ideas to improve the quality of the service provided and are responsible for building strong and effective working relationships with colleagues in second line services, meeting and communicating regularly to ensure customers receive a seamless, consistent high-quality service. Contact Centre Supervisors will use their knowledge and experience to motivate, train and develop their team to deliver a timely, high quality, inclusive resident experience that meets the needs of customers, including those with complex issues or who are vulnerable, distressed or digitally excluded, and which aligns with service and organisational objectives.</p>
<b>Line management responsibility</b> if applicable	Will have line management responsibility for approximately 10 agents
<b>Budget responsibility</b> if applicable	Indirect budget responsibility

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate.</li> <li>• Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>• Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity.</li> <li>• Maintains knowledge of the organisation's current systems, policies and procedures.</li> <li>• Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Monitor service objectives and standards within own area of work to ensure effective service delivery.</li> <li>• Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Assist budget/resource management in accordance with the organisation's policies and procedures.</li> <li>• Maintains, develops and reviews financial support systems, processes and procedures.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.</li> <li>• Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery.</li> </ul> <p>People Management</p> <p>Either:</p> <ul style="list-style-type: none"> <li>• Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery.</li> <li>• Oversee the work of others as the most experienced team member.</li> </ul> <p>And/Or:</p> <ul style="list-style-type: none"> <li>• Operate as an individual maintaining and improving operational efficiency and quality of service of own area.</li> <li>• May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Educated to 'A' level standard, or able to evidence ability at an equivalent level.</li> <li>• Professional business qualification to NVQ Level 4, or able to evidence knowledge and understanding of appropriate business disciplines; willingness to study for a relevant professional qualification if appropriate.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Excellent IT skills.</li> <li>• Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations.</li> <li>• High level administrative/organisational and analytical skills.</li> <li>• Ability to manage a range of projects through to completion.</li> <li>• Effective interpersonal, influencing and negotiation skills.</li> <li>• Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate).</li> <li>• Experience of leading a team (where appropriate).</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<p>Experience of working in an environment with substantial interface with customers.</p> <p>Knowledge of Customer Service best practice.</p> <p>Ability to interview, appraise, coach and develop staff.</p> <p>Ability to resolve complex enquires and complaints received by the Contact Centre, including dealing with anxious and distressed enquirers.</p> <p>Ability to think quickly, to respond to diverse questions and tease out issues.</p>

<b>Role Summary</b>	Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, communications, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.
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