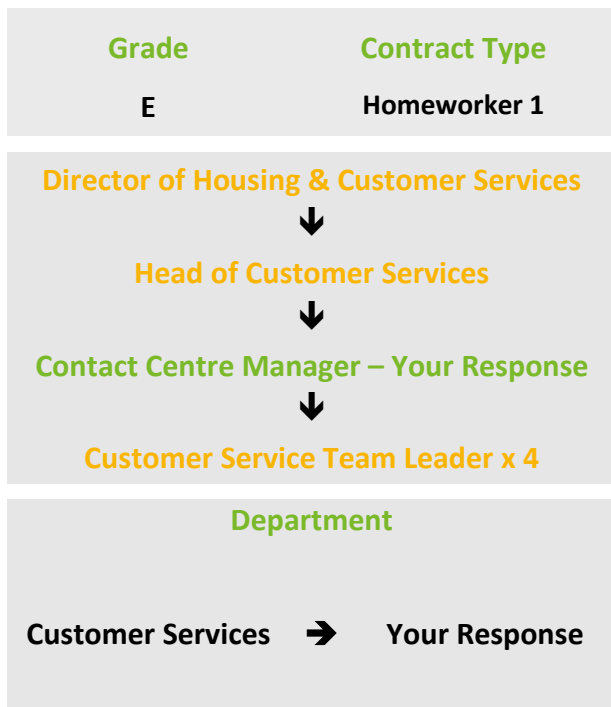


Contact Centre Manager – Your Response



Role Overview


Lead and develop a high performing team in the Operational delivery of the Your Response Contact Centre, ensuring that agreed Key Performance Indicators are met.

To ensure that YHG customers' needs and requests are met and delivered.

RESPONSIBILITIES

- Operational responsibility for the performance of the Your Response Contact centre services delivered to the Group's residents, ensuring that the agreed operational plan is translated into objectives and key performance indicators and mechanisms are in place for reporting at management levels.
- Manage, coach, and lead a team of 4 x Customer Service Team Leaders
- Establish, implement, and maintain a monitoring and reporting framework for the management of all key processes within the Contact Centre.
- Complete and present reports to the appropriate audience e.g. management teams, Board etc. in a clear and concise format which enable the Group to make key decisions in respect of Contact Centre and Repairs Management.
- Work with fix360 to improve the delivery of a first point of contact effective Repair service to residents.
- Build and manage positive and productive relationships with colleagues in the Group, partners, and stakeholders through which we deliver services or receive income.
- Lead the Your Response Contact Centre to develop a highly competent function which can deliver a broad range of services.
- Preparation and maintenance of a wide range of Mi, reporting and analytics to provide further in-depth insight into Contact centre management and performance.
- Undertake additional duties appropriate to the role and/or grade.

Our values



Honest & Reliable

We are authentic, open and dependable; and we do what we say we'll do.



Caring

We show kindness and consideration to our customers and each other.



Respectful & Fair

We listen to people, and strive for equity and inclusivity in all that we do.

Through our **passion** for housing, more **people** have a **safe** place to call **home**

STRENGTHS

- Able to build and maintain positive relationships with others to achieve results.
- Able to produce clear, well-structured reports which aid effective decision making.
- Strong attention to detail, with excellent organisational skills and analytical skills
- Clear and articulate communication skills, both written & verbal
- Resilience and the ability to lead teams through periods of change
- Strong people management skills

ESSENTIAL REQUIREMENTS

- ✓ Knowledge of contact centres, customer service and all related KPIs/SLAs.
- ✓ Extensive knowledge of Social Housing & Repairs
- ✓ Excellent level of literacy, and experience of report writing and analysis.
- ✓ Passionate in providing a right first-time approach and customer first culture.
- ✓ An in depth understanding of the challenges faced by social housing tenants.
- ✓ Experienced leading multi-disciplinary teams to achieve successful outcomes in a multi-functional contact centre environment.

BENEFICIAL TO THE ROLE

- Experience of leading a contact centre service within a Registered Provider
- Relevant Housing or Customer service qualification or similar
- Full driving licence and use of a vehicle

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