**About the role**

|  |  |
| --- | --- |
| Role  Contact Centre Manager | Location and hours  Bristol or Edinburgh  3-days per week on-site  35-hours |
| **Band**  Leadership |  |
| **What you’ll be doing**  This role is a key business leadership role. It is responsible for delivering exceptional experiences for our customers across all inbound channels. You will be instrumental in transforming the contact centre operation, leveraging new technologies to revolutionise how we support both our customers, and our people aligned with our mission and purpose.   * You will be responsible for the running of the Contact Centre with a focus on customer experience, efficiency and commerciality. Your goal will be to create a customer-centric, productive and inclusive environment where each team member can thrive and grow * You will be responsible for delivering an omni-channel customer experience that has best in class customer experience at its core * You will be responsible for achieving the KPIs for the Contact Centre including speed of answer, abandonment rate & CSI to be greater than 90%. You will strive to achieve operational performance by identifying levers to pull that will have a positive impact on the achievement of KPI’s. * You will need to ensure the contact centre meets the evolving needs of our customers, colleagues and business.​ ​This means you will need to transform the contact centre to provide seamless, efficient, and accessible digital and automated experiences that compliment traditional telephony channels​ * You will be constantly looking for new ways to leverage technology so we can simplify processes, integrate with our partners and use data to ensure that every interaction delivers both exceptional service and value for money. ​ * You will support the transition to EV by removing operational complexity to enable better collaboration with partners, improved frontline specialist experience and enable a single, multi-skilled contact services team​. You will need to re-engineer legacy processes to ensure that they are designed for EV & Specialised products, within a connected environment (customer and partner). * You will continually review the way the Contact Centres operate to ensure call reduction through digital and self-serve channels. You will identify process and system improvements to simplify customer interactions. This will involve working across departments to achieve this overall objective * Overall responsibility for departmental budget and ongoing forecasts * You will challenge BAU and instigate programmes to improve efficiencies and customer experience. You will maximise the use of data and information to enable improvements to service and efficiency through customer insight and procedural simplification. | |
| **About you**  You are an exceptional people leader capable of leading your teams through a transformation journey. You have a commercial mindset, always focusing on how you can provide an efficient service that still has the customer at the heart of the solution. You are a fantastic communicator with proven ability to collaborate and build relationships internally and externally at all levels. You deliver change in a way that is engaging and brings your teams with you on the journey. You strive to remove the barriers to success for your teams and the wider business. | |
| **Minimum criteria**   * Leading large contact centre teams * Delivering change in an operational environment * Managing budgets and headcount * Delivering against strategic goals   **Who you’ll be working with** | |
| This role sits within the Senior Leadership Team within the Customer Contact Services Department. | |
|  | |
| **We’re Motability Operations** | |
| **About us** We’re the company behind the Motability Scheme. We exist to deliver smart, sustainable solutions that improve our customers’ mobility in a fast-changing world. We’re the UK’s largest car leasing company and we help over 750,000 people get on the road.  We employ over 1800 people, across London, Bristol, Edinburgh, and Coalville. We know our people are key to our success, so we aim to create an environment that allows our employees to flourish. We look for highly motivated people with a combination of commercial sense and real enthusiasm to meet our customers' needs. | |
| **What we do**  We lease a wide range of tailored mobility solutions to people who receive of one of the Government’s qualifying mobility allowances. Our customers choose a car, Wheelchair Accessible Vehicle (WAV), scooter or powered wheelchair that best suits their needs. We take care of their insurance, breakdown, servicing and more, as part of our worry-free package.  At the end of the lease, our customers can exchange their vehicle for a brand-new model. Each year we sell and move around 200,000 cars. This makes us the largest supplier of single-source vehicles back into the used car market.  The Scheme has been providing affordable, worry-free motoring for over 45 years. We pride ourselves on delivering outstanding customer service, with an independent customer satisfaction rating of 9.6 out of 10. | |
| **How we work**  We work in a hybrid way. That means remotely for up to two days each week and in our great office spaces the rest of the time. This gives us a good work/life balance and lets us collaborate and deliver for our customers. [Visit our website](https://www.motabilityoperations.co.uk/careers/) to find out more.  We do our best to accommodate part-time and flexible working requests, where possible, to build on our culture of trust, empowerment, and flexibility.  **Our beliefs and values**  We believe in building a diverse workforce, where our people are empowered to attend work as their true selves. We encourage people from all backgrounds to apply.  We want to sustain a nurturing culture. And our people to be rewarded equally, regardless of race, national or ethnic origin, sexual orientation, age, disability, or gender.  Our values are at the heart of everything we do:   * We believe no one should be left behind à We find solutions * We believe we must take the lead à We drive change * We believe everything starts with the customer à We care | |
| **What we can offer you**   |  |  | | --- | --- | |  | **Pay**: competitive salary, with a yearly discretionary bonus, based on your performance | |  | **Holiday**: 28 days, and you can buy and sell days | |  | **Pension**: 15% non-contributory pension (9% during probation) | |  | **Health and wellbeing**: Private Medical Insurance cover available for all employees and free health screenings for over 50s. Life assurance at four times your basic salary, to give you peace of mind. Free access to healthcare apps like Peppy, Unmind, and Aviva Digital GP. Mental Health Allies and an Employee Assistance Programme | |  | **Development**: A library of internal training on our myLearn platform | |  | **Family friendly**: We have competitive family leave policies | |  | **Diversity and inclusion**: We embrace the diversity of our people and empower them to come to work as their true selves. We want them to flourish and be rewarded equally. We have Employee Network Groups, and we pride ourselves on being inclusive and all our offices have first-rate disability access | |  | **Helping our community**: One volunteering day each year, and access to volunteering platform Neighbourly | |  | **Schemes**: Car Benefit Scheme for electric and hybrid cars. This means you can lease a brand-new electric or plug-in hybrid car, with insurance and more, for a fixed monthly amount. Cycle to Work Scheme. Employee Discount Scheme, to save money across lots of retailers | |  | **Other, voluntary benefits**: charitable giving, critical illness insurance, dental insurance, health and cancer screenings for you and your partner, discounted gym memberships and season ticket loans, free fresh fruit and snacks in the office | | |