

EAP Call Centre Manager

Job details

Job title:	EAP Call Centre Manager
Department:	EAP
Location:	Home / Remote
Reporting to: (job title only)	EAP Operations Manager
Direct reports: (job title only)	None
Accountable to: (where applicable)	EAP Service Lead
Responsible to: (where applicable)	EAP Service Lead
Job purpose:	Daily management of calls and resource on the EAP Helpline to meet all customer requirements and key performance indicators.
Role and Responsibilities:	<p>The main duties of the role include (with equal importance):</p> <ul style="list-style-type: none"> • Provide day to day assistance to the emotional support team, regarding technical and process queries. • Actively mentor monitor and guide the team to continuously improve performance and customer satisfaction. • Develop objectives for the call centres day to day activities. • Call answering – ensuring inbound calls are answered to meet agreed abandon rate, answer time targets and other KPIs • Omnichannel management – ensuring that all customer interactions are promptly managed and functional • Supporting Team Managers with motivating an emotional support staff • Ensure daily performance of the emotional support centre is measured, monitored and performance improvement action taken where required.

	<ul style="list-style-type: none"> • Work with the wider management team to identify training needs and performance improvement and build reports to highlight these effectively. • Constantly develop team skills and knowledge • Build and maintain accurate reporting for length of calls, time of calls, staff utilisation and additional information in support of full visibility of helpline demand and performance to allow for understanding of requirements, changes, and enhancements. • Ensure resource consistently meets needs and have effective resource planning in place with identified levers to make quick changes when needed to meet call pick up expectations • Effective management of call lines to ensure prioritisation where needed. • Maintain and manage agent groups to maximise performance. • Make quick and effective changes needed to meet changes to daily requirements. • Communicate effectively & promptly with management team any issues that may arise. • Manage out of hours resource effectively by putting in excellent support mechanisms and rota planning. • Produce accurate forecasting for weekly, daily, and intraday call volumes and other KPIs. • Oversee general in house and external processes within the call centre including IT, software, systems. • Daily and weekly reporting to highlight key trends, changes, and any new requirements. • Support and plan implementation of new contracts. • Implement effective communication channels for the team. • Build excellent understanding of phone line reporting to enable development and work with MI and IT team to create solutions for effective call routing and call reporting.
Clinical Governance: (where applicable)	<ul style="list-style-type: none"> • Ensure system and processes for the emotional support team support effective case management • To engage and commit to the GQRC and related activities
Training and supervision:	<ul style="list-style-type: none"> • To attend, engage and commit to all training and supervision support provided to carry out the role in a safe and competent way
Additional information:	<ul style="list-style-type: none"> • Some travel including occasional overnight stays may be required, so a full clean driving licence is desired.



Person specification

	Essential	Desirable
Qualifications	Formal call centre training or experience of previous successful call centre management position	
Experience	Working in Call Centre environment with team lead or supervision experience	Experience writing and delivering training and/or one to one coaching
Skills/knowledge	<p>Strong IT skills, particularly using Microsoft 365 apps and Excel skills to an advanced capability.</p> <p>Ability to remain focussed while managing high volume of calls and administrative work.</p>	<p>Experience working with Your Site Explorer Software.</p>
Specialist training	Knowledge and use of call centre workforce planning strategies and software	
Personal competencies and qualities	<p>Excellent verbal and written communication skills</p> <p>High level of enthusiasm and motivation</p> <p>Ability to work individually or within a team and foster good working relationships</p> <p>Ability to work under pressure</p> <p>Excellent time management skills</p>	<p>Excellent interpersonal skills and ability to motivate and inspire others</p> <p>Ability to demonstrate flexibility</p> <p>Highly proactive and motivated by targets</p> <p>Ability to empathise with staff and patients</p>

Commented [IP1]: Moved this to essential and updated the excel requirements.

Commented [IP2]: Added



Version Control

Owner:	Human Resources	Review:	Annually	Classification:	1 (Proprietary)
Author:	Human Resources	Version:	V1.1	Status:	PUBLISHED
Date Published:	06/07/2020	Code:	TBC		

Version:	Date:	Summary of Changes
V1.1	06.07.2020	EAP call centre manager JD created
V1.2	01.06.2021	EAP call centre manager JD updated

