Job Description Template

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| Job title: | Workforce Coordinator |
| Department: | EAP |
| Location: | Remote |
| Reporting to:  (job title only) | Resource & MI Manager |
| Direct reports:  (job title only) | None |
| Accountable to:  (where applicable) | Resource & MI Manager |
| Responsible to:  (where applicable) | Resource & MI Manager |
| Job purpose: | Daily management of call flows and resource on the EAP Helpline to meet all customer requirements and key performance indicators. |
| Role and Responsibilities: | * To provide day to day service co-ordination of the helpline service and other related work carried out under the EAP service. * Manage scheduled activity in the call centre to ensure appropriate coverage is scheduled to achieve the optimal service level and complete offline activity * Make quick and effective changes needed to meet changes to daily requirement * Call answering–ensuring inbound calls are answered to meet agreed abandon rate, answer time targets and other KPIs * Support the EAP team to 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 * Escalate telephony issues and work collaboratively with the IT service to get these resolved * Wallboard management to ensure right people, right place, right time * Polite, firm, and friendly with good rapport with call handlers * Process all annual leave requests * Log all absence requests and arrange cover where possible * Log all overtime and flag any shift gaps   Customer Responsibilities:   * Ensure delivery of services within each client’s customer service level agreements (SLAs). * Monitor key management information and feedback to line manager and key trends * Support account managers with customer liaison as required * Be a subject matter expert with contract queries and in house system to provide support to helpline counsellors with non-clinical queries.   Other Responsibilities:   * To carry out your duties and responsibilities at all times with adherence to VHG policies and procedures, in particular those relating to Equality and Diversity, Safeguarding, Data Protection, and Health and Safety * Ensure effective communications between teams and service managers, and with colleagues across VHG to ensure service activity is effectively coordinated * Support the Service Managers, Service and Clinical leads in development and implementation of service delivery plans   Participate in individual performance review and respond to agreed objectives.  **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders.   * Be aware of the impact of your behaviour on others * Ensure that others are treated with fairness, dignity and respect * Maintain and develop your knowledge about what EDI is and why it is important * Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice * Be prepared to speak up for others if you witness bias, discrimination or prejudice |
| Clinical Governance:  (where applicable) | * Ensure system and processes for the emotional support team support effective case management * To engage and commit to the GQRC and related activities * Ensure appropriate time off inbound calls for mandatory training are factored into work plans and rotas |
| Training and supervision: | 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: | Good collaboration between both post holders will be essential. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * 5 GCSE’s A-C or equivalent | * Formal call centre training or experience to evidence of previous successful call centre supervision or workforce management planner. |
| **Experience** | * Working in Call Centre or EAP or Helpline environment with team lead, supervision, or planning experience | * Working with mitel services such as contact centre manager, wallboards, yoursite explorer |
| **Skills/knowledge** | * IT literate – intermediate level minimum. | * Working knowledge of MS shifts and MS teams * Demonstrable knowledge of any in house reporting services |
| **Specialist training** |  | * Qualification in customer service or administration |
| **Personal competencies and qualities** | * Excellent verbal and written communication skills * High level of enthusiasm and motivation * Ability to work individually or within a team and foster good working relationships * Ability to work under pressure * Excellent time management skills * Able and willing to work rotating shift pattern * Willingness to travel, which may include overnight stays on occasion, as and when required |  |

# Version Control

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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