



WE NEED YOU

WE'RE LOOKING FOR

CONTACT CENTRE OPERATIONS MANAGER

LOCATION:

North East / North West

WORKING HOURS:

Monday – Friday 37.5 hours per week

SALARY/DAY RATE:

£37,000 - £40,000 per annum

OTHER BENEFITS:

Company Car, Reward Scheme 10% Bonus, Life Assurance, PerkBox Discounts, Aviva Pension, Samsung Discounts, Company Sick Pay, ETHIC Values - Employee of the month: a chance to win a £500 lifestyle voucher!

CONTACT TYPE:

Permanent

**FIELD TEAM
CONTACT CENTRE
OPERATIONS
MANAGER****WE'RE LOOKING FOR PASSIONATE PEOPLE PERSON**

This role will be dedicated to ensuring Samsung is recognised as the Number 1 Manufacturer across UK and overseas Call Centres. Working with the Senior Contact Centre strategy Manager and Regional heads within SEUK to create and deliver a strategy across all Channel Partners to drive Number 1 position in premium market share and customer experience within Channel Contact Centres.

Identifying new opportunities and areas where we can adapt and grow SEUK key programmes, for continual improvement within customer environments. You will liaise with key stakeholders within the business and external agencies to ensure implementation of key events and end to end management and review of events relevant and aligned to the team objectives. Working across the various functions of the team, you will support the team via key channel alignment during peak business periods, you will work with the management team to ensure all operational aspects are supported in line with the business

TO MAKE A REAL DIFFERENCE IN THESE AREAS**COLLABORATION & COMMUNICATION**

- Engaging with key stakeholders in channel to support planning and execution of Samsung initiatives and field team plans
- Lead and support the Senior Contact Centre strategy Manager to ensure efficient planning of all OTM resources for Contact Centre channels ensuring the appropriate engagement and commercial targets are met.
- Collate and communicate channel insights and competitor insights with wider Contact Centre team.
- Liaise with key stakeholders within the business and external agencies to ensure implementation of key events and end to end management and review of events and aligned to the team objectives. Working across various functions of the Contact Centre and wider teams.
- Visit sites to ensure plans are implemented effectively at every level and key contact relationships are built and maintained
- Supporting the Channel Management team with Monthly Account meetings for SEUK internal teams, followed by bespoke sell in sessions with customer Contact Centre teams.
- Working with both onshore and offshore channel partners to create engaging, channel specific training content for advisors and HQ teams.
- Field Team communications – key weekly, monthly and quarterly comms to drive engagement, ensure regular business updates and weekly cadences are met.
- You will support the team via key channel alignment during peak business periods, you will work with the management team to ensure all operational aspects are supported in line with the business focus and objectives.
- Communications and support to key stakeholders of activities and events via the internal communications portal.
- To work across Samsung internal departments (Training, Brand, Legal, Finance e.g) to ensure compliance to SEUK process & policies in an effort to implement activities.

**FIELD TEAM
CONTACT CENTRE
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MANAGER**

- Conduct Full PIR (Post Implementation Reviews) on all Operational Projects
- Analyse Communications data to identify areas of opportunity in how and what we message to our field teams and Contact Centre agent population
- Supporting the Channel Management team with Monthly Account Meetings for SEUK internal teams, followed by bespoke sell in sessions with customer Contact Centre teams.

INNOVATIVE SOLUTIONS

- Support with proposing and developing new experiences and solutions for advisors within contact centres – Identifying issues and find solutions before problems arise.
- Analyse data to identify areas of opportunity, demonstrate ROI to Senior Management
- Continual review of current processes to improve information flow and communication of training sessions and requirements.

ACTIVATION & PROJECT MANAGEMENT

- Support implementation of tactical activations within Contact Centre.
- Full ownership of knowledge hub and branded zone furniture, compliance reporting, insights and maintenance for the Contact Centre estate.
- New hire training program ownership and management with field managers, collate insights and execute best in class training to agents through our field resource
- Supporting the Senior Contact Centre strategy Manager with ad-hoc Initiatives to launch, leading cross functional teams to deliver the chosen projects.
- Ownership, coordination and delivery of key business insight over critical business periods working collaboratively with the wider channel engagement team and field teams to achieve.
- Activity scorecards, ensuring they are updated periodically and available when required.
- Ownership and maintenance of the channel training roadmap and focuses, working with the channel managers to ensure this is updated and correct in time for content creation.

REPORTING

- Assist with reporting delivery to ensure total visibility of team performance across the IM business sharing key learnings
- Support with ad-hoc report requests, analyse data and communicate to the relevant stakeholders
- Review reports and outcomes and feedback any ideas and suggestions for improvement with the management team
- Weekly and monthly collation of channel insights including the tracking of competitor activity and share of voice within the Contact Centre channels.
- Provide key insights to the business on product performance within the contact Centre estate
- Weekly key team coordination supporting heads of function to ensure key strategy and planning objectives are achieved.

FIELD TEAM
CONTACT CENTRE
OPERATIONS
MANAGER

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- Willing to embrace, live and embed our ETHIC values, Excellence, Together, Heart, Integrity & Curious
- Strong operational planning & implementation experience, with an ability to manage multiple customers/programmes.
- Experience in maximising investment (ROI)
- Experience in multisite field-based management
- Good analytical skills with Management information and systems knowledge
- Commercial acumen to spot opportunities.
- Ability to document ideas and actions to drive performance.
- Customer-facing - autonomy to build relationships with key stakeholders.
- Flexibility and resilience
- Relationship-building skills
- Flexible to travel (must have a clean driver's license)
- Able to multitask and meet tight deadlines
- Able to manage multiple, high-profile tasks
- Able to deal with multiple stakeholders
- Passion for detail and delivery
- Solution based thinker

Our ETHIC values are at the core of everything we do, the way we think, the approach we take. These five values are qualities we look for in every single member of the Blue Square team.

