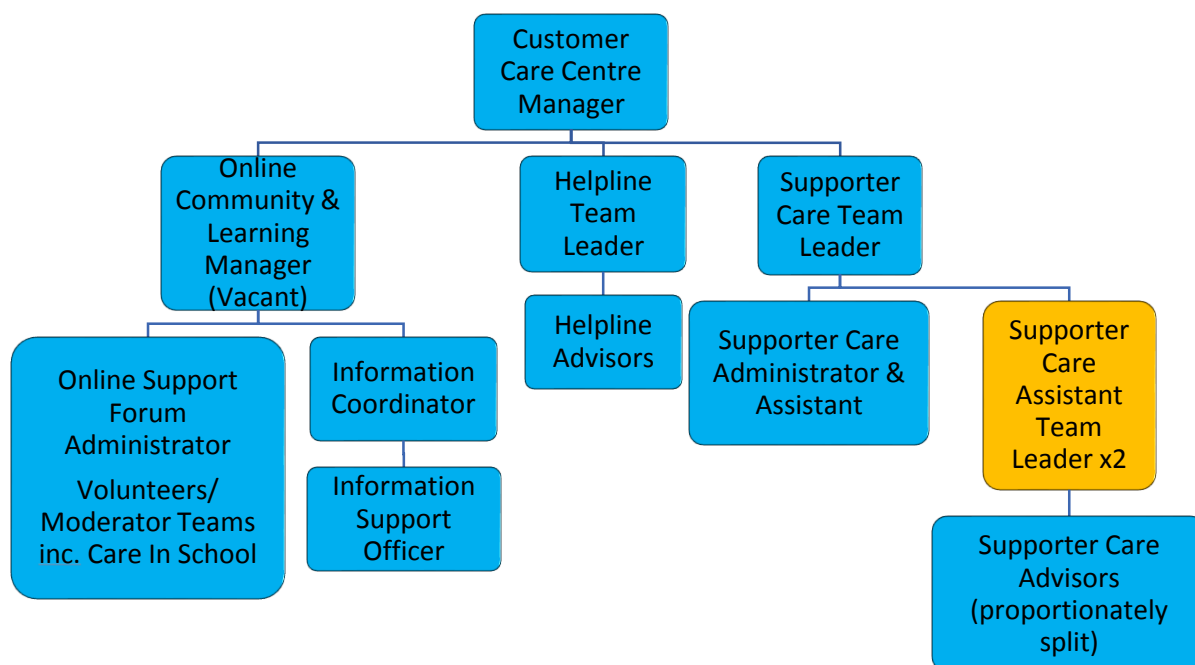


SUPPORTER CARE ASSISTANT TEAM LEADER

DIRECTORATE:	Operations
SECTION:	Customer Care Centre (CCC)
REPORTING TO:	Supporter Care Team Leader
CONTRACT:	Permanent



WORKING RELATIONSHIPS:

Inside Diabetes UK

CCC Manager, CCC Teams, Clinical, Research, Press, Brand, Creative, Content, Digital, IT, Policy, Regional and National teams, Engaging Communities, Events, Volunteers, Safeguarding Team. This is not an exhaustive list and it is expected that working relationships will be established as appropriate within the role.

Outside Diabetes UK

External Supervisor, IT providers specific to CCC technologies, other organisations as appropriate within the role.

OVERALL PURPOSE OF THE JOB

To work as part of a team delivering a first class, professional customer service through human triage, using a range of communication methods to ensure that where possible customer enquiries, donations and complaints are resolved at the first point of contact.

To be integral in achieving strategic priorities as part of the Customer Care Centre, including income generation and fundraising from individual supporters through exceptional standards of customer service and the development of support services for people living with diabetes.

Deputising for the Team Leader (in their absence), ensuring operations remain efficient and co-ordinated, this role will also include working as a support to the Team Leader in managing the day to day responsibilities within the Supporter Care Team.

MAIN DUTIES AND RESPONSIBILITIES:

- Oversee the Supporter Care Team operations, maintaining agreed service levels; ensuring advisors are organised and able to complete all enquiry channels and demand. To assure the quality and compliance of the service by conducting regular analysis of interactions across all channels, using the agreed Quality Assurance framework
- Provide detailed and constructive feedback to advisors, using clear and effective communication
- Completion of monthly complaints report and ongoing monitoring of all complaints coming into the organisation
- To provide training and support to all new starters in the initial training period, as well as continuously for the team as and when it's needed.
- To act as a lead on Blender to ensure that all loads are kept up to date and any incidents or concerns are flagged in a timely fashion
- Keep an up to date log of all issues raised within the CCC, including but not limited to tickets raised via: Redmine, IT Lab and Britannic
- To gather feedback from Quality Assurance sessions and feed into the weekly report to ensure we are championing our successes
- Co-ordinate the administration duties of the team.
- Direct line-management of the Supporter Care Advisors, including their ongoing monitoring, coaching, training and development, through monthly meetings using the TARGET performance framework
- To assure the quality and compliance of the service by conducting regular coaching and training sessions with all Supporter Care Advisors and Supporter Care Assistant/Administrator
- Working in collaboration with the Supporter Care Team Leader to ensure that Advocacy enquiries are processed within designated timescales. Assist the Supporter Care Team Leader in overseeing the day to day management of enquiries, and working closely with the Supporter Care Team Leader and CCC Manager to ensure high service quality
- Act as the escalation point to all Supporter Care Advisors and customers with complaints or difficult issues and/or queries.
- Represent the Supporter Care Team at internal and external meetings and raise the profile of the Supporter Care Team within Diabetes UK In the absence of the Team Leader
- Co-ordinate the team rota, ensuring all off rota tasks are entered into the daily planner
- Approval of advisors annual leave requests in line with guidelines set out by the Team Leader
- Working closely with the Team Leader to organise ad hoc outbound calling for Fundraising when required
- Check the Supporter Care voicemail and other inboxes daily
- Gather weekly call content feedback and pass to the Team Leader
- Produce weekly stats for the whole Supporter Care team as directed by the Team Leader
- Assess and resolve support and financial enquiries, requests and complaints, primarily on the telephone, but also by other electronic access channels (including social media), to ensure that customer enquiries are resolved at first point of contact.

- Use sound judgment and take decisions within established procedures for each service request including logging and processing customer enquiries, adhering to service levels and quality standards to maximise customer satisfaction.
- Accurately capture data and apply appropriate marketing source codes and financial codes. Meet service standards regarding data capture, including data protection and Gift Aid guidelines.
- Provide a comprehensive and responsive information service to the public, advising on support services available for people living with diabetes, particularly Helpline and Supporting Membership.
- Keep an up-to-date knowledge of the full range of services, products, campaigns and activities across Diabetes UK and accurately reflect this within customer interactions. Apply expert knowledge of specific areas of the work of the charity.
- Maintain electronic and written communications within the organisational database to ensure customer records are kept up to date, enabling efficiency when dealing with customers.
- To co-ordinate and participate in the training of new Supporter Care Advisors to ensure high level of up to date knowledge is maintained.
- Oversee the processing of white mail
- Support DUK's Safeguarding function by undertaking the role of 'Designated Safeguarding Person' as part of a team of DSPs
- Accurately capture and process feedback and make recommendations to Supporter Care Team Leader to improve service delivery.
- Ensure complaints are managed through the charity's complaints management system.
- Conduct ad-hoc calls to acquire new and retain existing supporters as requested by Supporter Care Team Leader.
- Co-ordinate cover for the Supporter Care Team Administrator during absence.
- Perform tasks necessary to achieve the overall objectives of the team and the Organisation.
- To undertake any reasonable additional duties, from time to time, commensurate with the role

Under the Safeguarding Vulnerable Groups Act 2006, as amended in particular by the Protection of Freedoms Act 2012 this post is subject to pre-employment criminal records checks through the Disclosure and Barring Scheme (DBS), Disclosure Scotland, Access NI.

PERSON SPECIFICATION:

The best person for this job will be able to:

- Demonstrate knowledge of the Gift Aid scheme
- Assimilate and communicate complex and detailed information accurately
- Recognise the importance of contact with supporters and the impact communication with them may have on their relationship with Diabetes UK.
- Encourage and gather customer feedback and recognise the importance of this for providing management information on our progress towards achieving service excellence
- Seek critical information to drive performance and improvements and the ability to interpret management information to underpin this
- Give and receive feedback objectively and sensitively and a willingness to challenge constructively
- Prioritise own work and the work of others, meet deadlines and manage workload in a pressured environment
- Demonstrate excellent written and oral communication skills with the ability to interact effectively with a wide range of people
- Manage a wide range of contacts across various channels including phone, email, social media, webchat and letter
- Demonstrate knowledge of the General Data Protection Regulation (GDPR)

The best person for this job will have experience in:

- Working within a customer service driven environment for at least a year, delivering an excellent experience through a variety of channels
- Line management (desirable, but not essential)
- Outbound calling
- Using a relational database to accurately capture and look up data. An understanding of data management principles and an appreciation of the importance of an accurate and up-to-date database for the organisation
- Using excellent co-ordination, time management and prioritisation skills in order to combine reactive call-handling, pro-active call-making and capturing data generated from these and other activities.
- The principles of rights-based advocacy support

The best person for this job will be:

- Educated to GCSE Grade A-C standard or equivalent vocational qualification in office administration or customer service
- Willing to support the Team Leader to lead a team and to function as a co-operative and supportive team member
- Highly organised and efficient with strong organisational skills and excellent attention to detail
- Solution focused, self-motivated and adaptable
- Fully competent in Microsoft Office, including Word, Excel and PowerPoint
- Required to work 35 hours per week across a range of hours between 9am and 6pm, Monday to Friday
- Willing to work flexibly and outside of office hours on occasion
- Willing to travel to other Diabetes UK offices as necessary