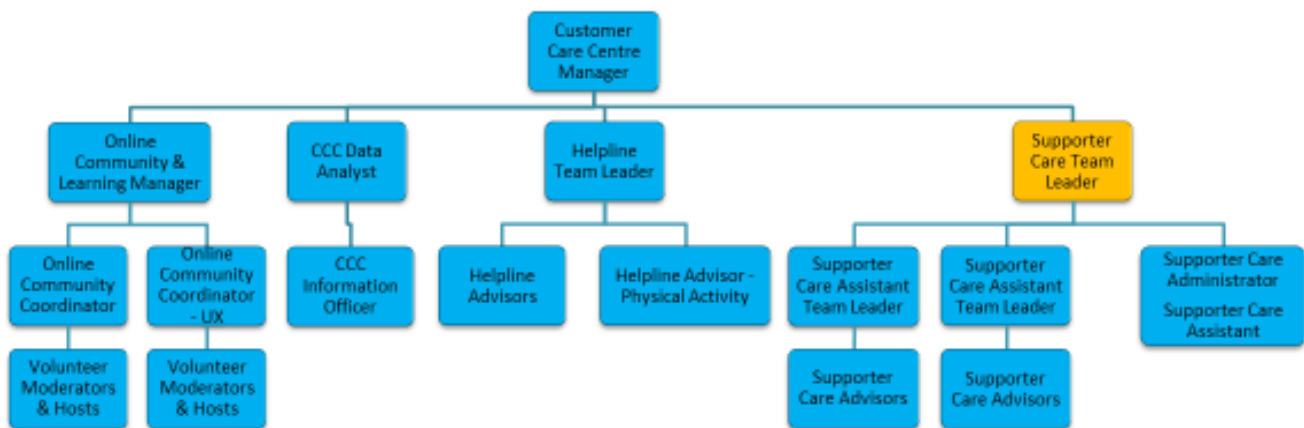


SUPPORTER CARE TEAM LEADER

DIRECTORATE:	Operations
SECTION:	Customer Care Centre (CCC)
REPORTING TO:	CCC Manager
CONTRACT:	Permanent – Band 5

Customer Care Centre Team



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

Build and sustain a strong and professional team to deliver a strong ethos of superb customer service and support through high quality information provision, continuous learning and development of colleagues, technology and the service. Develop and maintain effective and efficient work processes that makes the best use of resources both in the team and in the systems underpinning their work.

MAIN DUTIES AND RESPONSIBILITIES:

- Be the pivotal support and source of expertise in regards to Advocacy for both the CCC and the wider organisation.
- Monitor quality assurance activities for Supporter Care, the Helpline and Advocacy services, alongside any emergent reporting as required. Interpret data and themes and make recommendations to drive continuous improvement.
- Coach, monitor and develop staff through the application and delivery of Diabetes UK's quality processes through our performance management framework, SUPER.
- Assist with recruitment and training across the CCC team as required.
- Act as an escalation point to support CCC colleagues, and customers with complaints or difficult issues and or queries.
- Act as a Designated Safeguarding Person, as part of the organisation's Safeguarding team.
- Ensure that within area of responsibility that the organisation is kept Safe, Legal and Healthy and where areas of risk are identified, actions are taken to either eliminate them or reduce them to an acceptable level.
- Influence and work collaboratively with Diabetes UK colleagues to publish written resources, to a high standard and ensure these remain up to date.
- Provide management of and input into projects as required to ensure that the CCC is represented internally, across Diabetes UK activities. Where appropriate take the lead to develop proposals/business cases.
- Engage externally with lead organisations to generate new learning and identify innovation that can be brought back into the organisation.
- Work alongside our customer experience team to develop and implement new processes and ways of working to ensure our customers are given an excellent experience throughout their journey with us.
- Act upon customer feedback and complaints to make sure that we are constantly learning from this information and continually improving customer service
- Perform tasks necessary to achieve the overall objectives of the team and the organisation.
- 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:

- Manage a busy workload with many competing deadlines while remaining calm and focused
- Build and manage professional and effective relationships with teams and stakeholders within Diabetes UK and effectively network and seek out best practice within a cross section of sectors
- Effectively manage and motivate a team to deliver against a set of objectives which are aligned to the overarching organisational goals supporting them to **succeed** in the 'what' and the 'how' and further develop them towards **exceeding** in the 'what' and the 'how' in line with our performance management framework – SUPER
- Champion and encourage the delivery of an excellent level of customer service to people contacting the CCC
- Demonstrate excellent written and oral communication skills with the ability to interact effectively with a wide range of people
- Work as an effective team member, showing flexibility and a willingness to collaborate with others to get the job done
- Solve problems and issues quickly using initiative, creativity and logic to arrive at an appropriate solution
- Demonstrate a track record of working within legal and regulatory compliance frameworks

The best person for this job will have experience in:

- Effectively leading and line managing a busy team and developing them to deliver exceptional customer service
- Being able to confidently and skilfully seek and obtain buy in to support and effectively deliver change, sometimes in the midst of adversity
- The production and analysis of statistics and other data to determine and manage quality assurance and performance standards
- Providing quality support skills and experience with the ability and confidence to professionally handle potentially sensitive and high-level issues
- Working as part of a wider team to successfully deliver projects
- All aspects of recruitment of staff

The best person for this job will be:

- Educated to A level or equivalent work experience
- 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
- Familiar with up to date call centre technologies and practices around people, process and customer service standards
- Willing to work flexibly and outside of office hours on occasion
- Willing to travel to other Diabetes UK offices, which may include an overnight stay, as necessary
- Willing to attend best practice visits, which may include an overnight stay, to develop knowledge and skills, as well as bring back learning to develop the CCC services at Diabetes UK