
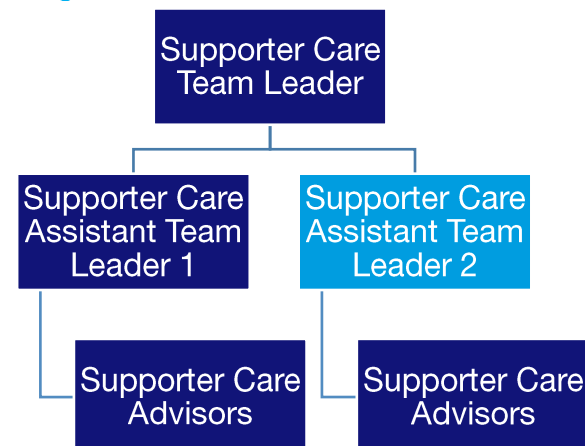


<p>Job Title Supporter Care Assistant Team Leader</p>	<p>Directorate and team This role sits in the Customer Care Centre (CCC) in the Operations Directorate</p>
<p>Key focus of the role As a Supporter Care Assistant Team Leader, you will manage the contact centre SLAs and delegate workload whilst coaching and developing a team of advisors to effectively answer queries by phone, email, letter, social media and web chat. You will manage the engagement and wellbeing of the team as well as new starter recruitment & training. The Supporter Care Assistant Team Leader will organise a team's day to day operations within a Contact Centre, as well as liaising with the Supporter Care Team Leader and other departments to successfully roll out new initiatives to the Supporter Care team.</p>	<p>Customer Care Centre</p>  <pre> graph TD CCCM[Customer Care Centre Manager] --> OCLT[Online Community & Learning Team] CCCM --> SCT[Supporter Care Team] CCCM --> HT[Helpline Team] CCCM --> DA[Data Analyst] </pre>
<p>Key Deliverables</p> <ul style="list-style-type: none"> ▪ Coach and develop a team of Supporter Care advisors to effectively communicate with our customers with a high level of satisfaction. ▪ Induct new starters via recruitment and training. ▪ Daily management of the Customer Contact Centre SLAs. ▪ Manage 121s to support the engagement, wellbeing and effectiveness of our advisors. ▪ Attend cross departmental meetings to provide feedback and align the Supporter Care team with the needs of the organisation. ▪ Completion of monthly reports and ongoing monitoring of complaints and feedback, along with acting as an escalation point for complaints. ▪ Quality assurance of Supporter Care Advisor calls, emails, chats and social queries. ▪ Act as an escalation point for Safeguarding queries and conduct your role of 'Designated Safeguarding person' on a rota with other managers. 	<p>Job and reporting Line</p>  <pre> graph TD SCTL[Supporter Care Team Leader] --> SCA1[Supporter Care Assistant Team Leader 1] SCTL --> SCA2[Supporter Care Assistant Team Leader 2] SCA1 --> SCA1A[Supporter Care Advisors] SCA2 --> SCA2A[Supporter Care Advisors] </pre>
<p>Contractual information</p> <ul style="list-style-type: none"> ▪ Contract type: Full Time ▪ Hours: 35 hours per week Monday-Friday 9am-6pm ▪ Location: London office ▪ Pay Band: 6 	

Key working relationships internal Supporter Care Team Leader, Supporter Care Advisors, Contact Centre Manager, Internal teams	
Key working relationships external Supporters and all other customers contacting the organisation. DVLA & other relevant authorities.	

All jobs at Diabetes UK are based on our competency framework called the **What-How Framework**. In the following sections we've listed:

- the key activities you'll undertake (**the What**) and
- the skills, knowledge, experience and behaviours you need to be successful in this role (**the How**).

When applying, focus on the bullet points that are bold and marked with (S) only. We will use these elements for shortlisting purposes.

Key activities – What you need to do

Making Decisions	Managing and Developing Self	Communicating with Others	Building External Relationships
<p>1. Work quickly to establish the needs and wants of our customers by effectively managing our Customer Care Centre SLAs.</p> <p>2. Delegate workload to your team each day making best use of our resources. (S)</p> <p>3. Providing feedback to managers and other departments regarding the voice of the customers in order to drive continuous improvement within the CCC. (S)</p>	<p>4. Use diabetes knowledge and delivered briefings to coach advisors on an array of topics that will come up in their contacts.</p> <p>5. Pro-actively develop your leadership skills by engaging in learning and development training and activities. (S)</p>	<p>6. Develop and support the training of new and existing team members through clear and effective communication skills. (S)</p> <p>7. Request information and support from other teams when information is needed regarding events, campaigns and other DUK activities.</p>	<p>8. Always put our customers first and take ownership of the communications to effectively resolve or support a query (S)</p> <p>9. Facilitate the support of our first line self-empowerment service and liaise with external agencies when required.</p> <p>10. Liaise clearly and effectively with external agencies to achieve a swift resolution.</p>

Skills, knowledge and behaviours – How you need to do it

When applying, focus on the bullet points that are **bold** and marked with (S) only. We will use these elements for shortlisting purposes.

Making Decisions	Managing and Developing Self	Communicating with Others	Building External Relationships
<ol style="list-style-type: none"> Demonstrate the ability to make informed decisions under pressure that will benefit the customer and the organisation. (S) Show excellent organisational skills and adaptability when completing tasks and managing the team. (S) Summarising customer interactions using feedback from the data capture system within our call handling system, enabling you to create weekly & monthly reports. 	<ol style="list-style-type: none"> Keep up to date with internal and external events relating to diabetes and the work of Diabetes UK. Work independently and collaboratively to complete tasks and manage time accordingly. (S) Have an awareness of potential areas of improvement and pro-actively take steps to engage with the resolution. 	<ol style="list-style-type: none"> Effectively communicate with colleagues and customers in a professional manner demonstrating high standards of written and verbal communication. (S) Work together to support colleagues and maintain a positive working environment. 	<ol style="list-style-type: none"> Always remain professional in all activities. Follow Diabetes UK tone of voice in verbal and written communication.

Qualifications – Qualifications you need to carry out this role

None