

## Job Description

<b>Job title:</b>	Tele-digital Project Manager
<b>Service:</b>	Careers
<b>Reports to:</b>	Assistant Director
<b>Responsible for:</b>	Telephone Careers Advisers (8) Booking Line Coordinators (5) Administrator (1)
<b>Usual office base:</b>	North East Regional Office (Team Valley)
<b>Grade:</b>	Careers Grade 3

### **Job purpose:**

To support the successful delivery of the Careers Telephone and Digital service offer, managing the daily running of our team of telephone careers advisers and telephone service assistants within our contact centre.

To realise performance objectives for all appropriate contracts through intelligent management of the telephone and digital delivery channels.

### **Job objectives:**

1. To manage the Customer Contact Centre and ensure its effectiveness for contract outcomes, for example the National Careers Service, and the customers who choose to access career guidance through telephone and digital channels; and meet KPI's for all customer telephone and digital interventions;
2. Undertake effective resource planning to provide an exceptional service to customers and stakeholders; Provide operational insight to support continuous improvement, utilising and developing telephony reporting tools through a series of performance reports measuring individual quality and productivity, and customer insight analytics to improve the customer journey;
3. Meet performance targets for income, speed, efficiency and quality, ensuring all relevant communications and data are updated and recorded, preparing reports on statistics, rates and performance levels;
4. Support the Assistant Director with the recruitment, training and development of telephone careers adviser and associated telephone and digital teams;

5. To pro-actively influence the commercial telephone and digital business model and the way in which our programmes interact with customers based on an in-depth understanding and interpretation of customer and business expectations; developing new initiatives to increase productivity, gain efficiencies and enhance customer satisfaction;
6. Provide strong leadership in embedding a collaborative, learning culture; Drive reward and recognition, and manage individual performance in line with EDT policies and values. Ensure all telephone and digital staff have opportunities for personal development and regular experience of the wider organisation in support of their roles;
7. Develop and establish a set of performance indicators and targets for the Telephone and digital careers team for measuring and reporting on outcomes based on a differentiated service model, take prompt remedial action to address underperformance. Prepare and implement plans to deliver service improvements with the support of the Business Improvement Team;
8. To manage and control each operational budget relating to relevant programmes; including fixed cost and asset management;

### **Scope:**

The successful candidate will manage the telephone and service team based in Team Valley, Gateshead however they must be prepared to travel in support of business need across the UK for meeting attendance when required.

**This job description needs to be considered in the context of a developing and evolving area of service delivery and therefore the duties described above will need to be adapted to meet the needs of the project.**

### **Person specification:**

#### **Knowledge**

Essential:

- Educated to degree level or equivalent or have substantial experience in a contact centre management role;
- Provide expert advice and information about all aspects of call centre telephony and software
- An understanding of and a commitment to equality of opportunity for all

Desirable:

- Experience of the career guidance sector

#### **Experience**

Essential:

- Significant experience of leading a contact centre;

- Experience of developing a customer focused culture that delivers for customers, employees and the business;
- Familiar with business planning and use of strategic management approaches;
- Managing a team of experienced people;
- Experience of managing budgets and finance controls;

Desirable:

- Knowledge and experience of implementing quality improvement tools

**Skills**

Essential:

- Strong communication skills at all levels and across disciplines; Ability to simplify ambiguity and give clear direction
- Able to utilise a range of analytical tools and resources for effective decision making;
- Ability to effectively manage a team to deliver high levels of performance
- Effective IT skills, including the full range of Microsoft office products
- Excellent organisational skills

***Education Development Trust are committed to safeguarding and promoting the welfare of children and service users. Applicants must be willing to undergo background checks appropriate to the post, including checks with previous employers and the Disclosure and Barring Service as required.***

**Competency Band:** [INSERT BY HR]

**Key Competencies for the role:**

Our Values	Key Competency 1	Key Competency 2
Excellence - Creating and Leading Success		
Integrity - Supporting and Building Trust		
Accountability - Delivering and Improving		
Collaboration - Engaging and Partnering		

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