

Team Manager – One Call



Job Framework

Job Title	Team Manager	Cost Centre	21000
Location	One Call	No. of Direct Reports	20-25
Reporting to	Operations Management Team Member	Budget Responsibilities (Y/N)	N

The Function

One Call, the Marie Stopes UK Call Centre is at the centre of all client transactions. It is the first point of contact for our clients. Providing a non-judgemental service, One Call can book treatments, obtaining medical history, provide counselling and deliver post-operative care 24 hours a day 7 day's a week.

The Role

To ensure the smooth running on a day to day basis by effectively managing the team and their service delivery. Being an active participant of the One Call management team within the Centre, deputising for the Contact Centre Manager in their absence. To be innovative and drive forward quality in client care with a focus on maintaining excellence at all times.

Key Responsibilities

- Deputise for your Line Manager in their absence which includes, but is not limited to:
 - Attend on/off site meetings
 - Become point of contact
 - Ensure all department data is fully kept up to date
- Share with your line manager/the One Call Operations Management team any concerns, complaints or issues that arise in the department
- Lead a team of 20-25 inbound or outbound call handlers, including the line management of 1-2 Team Leaders
- Oversee all team activity
- Working with your call coach, coach and assist team members in reaching the required standards of performance
- In conjunction with your line manager/the One Call Operations Management team correct or improve service provision where appropriate
- With direction from your line manager/the One Call Operations Management team, monitor standards and objectives as required, including all call centre business related targets
- In conjunction with the One Call Operations Management team assist in the recruitment, selection and induction of new team members
- Deliver effective communication methods to all teams/sectors of One Call; embrace and encourage side by side discussions
- Liaise with the Business Performance Lead to ensure all appropriate refresher training is organised and implemented for all team members

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- Change Management; implement policy and procedural changes in conjunction with the Governance and Project Manager and the One Call Operations Management team
- Act as an escalation route for complaints or difficult callers, seeking solutions where possible
- Performance manage call handlers to support the achievement of all KPI's and other service requirements
- Undertake regular one to one reviews and staff meetings, actively promote and use HWAID framework
- Carry out return to works, monitor and track team member's absence making decisions on any formal actions based on policy and circumstances
- Ensure call handlers are updated regularly regarding changes to policy/procedures or new business including regular team meetings
- Work closely with all other aspects of the One Call Management Team
- Manage initial complaints and queries and escalate where necessary
- Complete occasional visits to other MSI centres
- Responsible for ensuring the KPI's are met on a weekly and monthly basis by team members
- Ad hoc project work as directed by your line manager/the One Call Operations Management team
- Support your team coach with the coaching and development of the call handlers, overseeing any action plans in place.
- Follow company processes and procedures to ensure the best outcome for our clients
- Attend and actively partake in weekly management meetings
- Follow correct incident/complaint management procedures and guidelines, escalating where necessary
- Any other reasonable duties as requested by your line manager/the One Call Operations Management team

Experience (essential/desirable)

- Recent experience of working in a supervisory or management role (essential)
- Experience of hands on management, including team management gained within a customer focused service industry (essential)
- Experience of working in a commercial environment with high level telephone contact (desirable)
- Proven ability of being able to adapt and deliver change (essential)

Qualifications and Training (essential/desirable)

- GCSE (or equiv.) in English and Maths (essential)
- Management qualification or call centre qualification (desirable) Computer skills – knowledge of windows platform (essential)

Personal Attributes

- Pro-choice
- Motivated – ability to motivate others
- Ability to work/remain calm under pressure
- Influential and persuasive

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- Clear communicator – able to convey message clearly and concisely, in a manner appropriate to the target audience.
- Customer focus
- Enjoys working in a hands-on manner
- IT literate with knowledge of Word/Excel/databases and good keyboard skills
- Accurate with attention to detail
- Organised and decisive
- Motivated by a desire to provide professional service and build a successful, efficient and committed team
- Willing to continue professional development and to develop the job/role in line with the organisational philosophy

MSI Behaviours and Values

Team Member Behaviours

Work as One MSI

- You contribute, use, and share accurate data and evidence to improve understanding, insight and decision-making across MSI, enabling us to maximise our ability to influence others.
- You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort.
- You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.

Show courage, authenticity and integrity

- You hold yourself accountable for the decisions you make and the behaviours you demonstrate.
- You are courageous in challenging others and taking appropriate managed risks.

Develop and grow

- You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective.
- You manage your career development including keeping your knowledge and skills up to date.

Deliver excellence, always

- You strive to consistently meet and exceed expectations, putting clients at the centre of everything, and implement smarter, more efficient ways of performing your role.
- You build and maintain effective long-term working relationships with all stakeholders, and are a true MSI ambassador.

Leadership (For Leaders only)

- You inspire individuals and teams, through situational leadership, providing clear direction.
- You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline.
- You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business and encourage this in your team.
- You articulate a vision of the future which inspires and excites others.

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MSI Values

- **Mission driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance
- **Client centred:** We are passionate about our clients and dedicate our efforts to delivering agreed objectives to the highest possible quality
- **Accountable:** We are accountable for our actions and take responsibility for everything we do to ensure long term sustainability and increased impact.
- **Courageous:** We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission