

Resource Coordinator, Contact Centre Operations (CCO)

Role Description (purpose):

The purpose of the role is to enable the smooth running of the contact centre through effective scheduling and planning of contact centre resource to achieve consistent service level delivery.

Ensuring that WFM and other work allocation systems are accurately maintained and effectively utilised for shift and activity planning and review.

Enabling the effective communication of the resource plan to Managers and Team Leaders in supported areas and reviewing the execution of the plan to highlight issues and work in partnership with supported areas to identify remedial actions.

RUI: (if updating existing JD)	385	Grade:	CUK11	DBS check required Y/N:	N
Directorate: (Operating Company where Applicable)	Carnival UK – Shared Services	Reports to:	Senior Manager – Planning & Performance		
Function:	Shared Services	Team:	Contact Centre Operations		
Direct reports :	Job Titles & Level • N/A				

Accountabilities

Main Activities and Responsibilities

- Manage key stakeholder relationships ensure effective two-way communication is maintained and issues / opportunities/ future requirements identified.
- Provide shift schedules and plans in off line activity proactively that match expected demand profiles.
- Working with supported area to ensure the monitoring of all contacts and service levels on a real-time basis, redirecting resources and work where appropriate and allocating non-demand activities to ensure the achievement of service level targets.
- Ensure that WFM and any work allocation systems are accurately maintained and effectively utilised for shift and activity planning. Review working patterns and activity planning to increase shift efficiency

People Management / Coaching / Development / Resourcing

- Responsible for administering the holiday process to agreed SLAs.
- Analysis of scheduled and real time service levels and pro-actively report issues to the relevant areas.
- Responsible for ensuring a prompt, efficient service is provided to customers both internal and external.
- Responsible for role modelling appropriate behaviour and standards.

Customer Responsibilities (Internal & External Customers)

- Accountable for establishing and maintaining a good working relationship with team leaders and managers, guiding, advising and helping others where appropriate to enhance service levels.
- Responsible for achieving and maintaining high professional standards in accordance with quality procedures
- Ensure that events are scheduled in such a way as to cause minimal disruption to customer service provision
- Responsible for the timely management of workload via various medium.
- Liaise with operations team leaders and staff to resolve staffing issues as they arise.
- To make alterations to working staff patterns/ work allocation in order to best meet expected customer demand

Technical (including systems) and/or Professional Responsibilities

- Enable Operational Management to understand reasons for performance levels and enable informed decision making.
- Strong understanding of Avaya, WFM, work allocation systems, MS Office and CMS
- Responsible to maintain and update the WFM system to enable accurate scheduling and real-time co-ordination.
- To support and assist in departmental projects as required
- Strong communication skills using all key functionality within Lotus Notes.
- Develop planning and scheduling processes, providing feedback and developing where necessary.

Administration Responsibilities

- The planning of all Training, Briefings, Company Presentations, Christmas Leave, Team Meetings and any other Non-Demand activities
- Maintain the timely and accurate administration of the holiday planning process
- Ensure shifts are produced to agreed timelines
- Responsible for updating employee absence and time keeping records and update systems/ line managers accordingly

Health, Environment, Safety, Security (HESS) Responsibilities

- Lead by example by taking care of the health and safety of yourself and others
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager/supervisor/team leader
- Follow safety rules and procedures
- Use work equipment, personal protective equipment, substances, and safety devices correctly
- Take part in safety training & risk assessments and suggest ways of reducing risks
- Appoint shore side risk assessment Subject Matter Expert's as required to review and approve risk assessments
- Actively promote safe working within your team and encourage safe behaviours
- Demonstrate safety leadership in accordance with our safety leadership behaviours

General Responsibilities

Adheres to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).

To undertake ad hoc duties as required.

Scope:

Problem solving:

- Good problem solving skills – able to think laterally and identify relevant solutions which are then implemented.
- Natural ability to probe and explore situations to ascertain relevant information.
- Takes ownership of problem.
- Ability to suggest improvements/recommendations and see them implemented.

Impact (what impact will the role holder have on the team/ department/ function/ stakeholders):

- Can manage effective relationships with key stakeholders within and external to the CCO
- This role is critical to moving the CCO to an efficient and performing function
- Support the delivery of functional strategy

Leadership (what level of management is required, ie multiple teams, or small teams) :

- The role doesn't currently call for direct management, but you will be responsible for taking ownership/ responsibility for day-to-day CCO activities
- Ability to be decisive, based on facts, figures and policies

Demonstrable Behaviours (what needs to be demonstrated in 'how' to be successful in the role) :

Self Mastery

Is direct, truthful and trusted, and can see how own behaviors impacts others. Learns from experience and takes action to continuously improve. Faces difficult issues with a positive attitude.

Improve & Innovate

Remains calm when facing uncertain situations. Appreciates both internal and external customer needs to inform action. Generates useful ideas that are new, better and enhance guest or people experience. Implements efficient and sustainable solutions.

Engage & Empower

Provides input and takes ownership of tasks. Seeks to understand different perspectives. Treats everyone as an individual. Supports others and contributes to a positive working environment.

Accountability & Commerciality

Displays a can do attitude in good and bad times. Follows through on commitments. Takes personal responsibility for decisions, actions and failures. Makes decisions based on facts, guest and people experience.

Inspire & Achieve

Comfortable with dealing with concepts and complexity. Looks ahead to propose future solutions and ideas. Understands the vision and recognizes their contribution. Has a clear connection between own aspirations and goals to the company goals.

Knowledge, Experience and Qualifications required:

Qualifications – essential:

Knowledge/ Experience – essential:

- GCSE Mathematics & English or equivalent.
- PC literacy in Excel, Windows and other associated applications.
- Previous experience of a contact centre environment, ideally within a planning, scheduling or real time team.
- Demonstrated ability to solve problems in a proactive manner and effectively communicate.

Qualifications – desirable:

Knowledge/ Experience – desirable:

- Educated to A –Level standard or equivalent
- NVQ in Customer Service – Level 3 - or equivalent
- Recognised qualification in Resource Planning
- Knowledge of relevant WFM and telephony systems (desirable)

Issue Date:		Issued by (name):		
REWARD ONLY	Grade:	RUI:	Date Approved:	Initials: