

Contact Centre Manager

Role Description (purpose):

- Be responsible for the day to day performance of the P & O telephony operation to deliver best in class service, meeting or exceeding all KPI's.
- Be a brand ambassador for P & O to engender guest obsessed behaviours across the teams to ensure that our guests remain at the centre of our approach at all times
- Provide strong leadership that develops team leaders to manage, coach, inspire and engage their teams to deliver expert sales & customer relationship management.
- Use knowledge and effective communication skills to influence the 3 year strategy for the Customer Contact Centre.

RUI: (if updating existing JD)	244	Grade:	7
Directorate: (Operating Company where Applicable)	Carnival UK	Reports to:	Manager Contact Centre
Direct reports :	Job Titles & Level <ul style="list-style-type: none"> • Team Leaders level 10 		

Accountabilities

- To manage the successful daily operation of the Customer Contact Centre through a team of team leaders to ensure sales are maximised and bookings processed efficiently and department KPI targets are achieved.
- Through strong leadership, motivating, engaging and coaching staff, ensuring the review and development of Team leaders in order to drive Personal Cruise Advisors to maximise performance.
- To drive and support all people initiatives which include CCO vision/D&I/People Promise focussed in order to drive a engagement and commitment across teams.
- Act as the voice of the guest to drive continuous improvement in guest experience.
- Working collaboratively with the other Customer Contact Centre managers and stakeholders across the business to ensure a consistent approach and to be recognised as operating at a senior level and an expert in Contact Centre
- Leading project implementation to drive improvement whilst maintaining a positive change environment.
- Maintaining up to date industry and Contact Centre knowledge (internally and externally) to recommend and implement change through effective business planning/influential business cases to drive the Customer Contact Centre forward.
- To have knowledge of and work with existing and new technologies, recommending changes which will improve performance and efficiencies in line with the Customer Contact Centre strategy.
- Using an understanding of strategy and how it is built to feed into the Customer Contact Centre 3 year strategy and deliver key strategic projects.
- 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.

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

Scope:

Problem solving:

Innovative and solution based problem solving.
Independent and creative thinker who can challenge the status quo.
Required to establish key priorities for self and other

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

High impact on the team department and function. This role is critical to moving to a sustained, efficient and engaging function.
Medium impact on stakeholders in the wider business

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

Management through managers of small specialist teams in the function.
Required to role model strong leadership, resilience and adaptability at all times

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

- Ability to use initiative and intuition
- Ability to motivate and develop people/team
- Taking accountability and responsibility
- Identify, propose and implement solutions within a Contact Centre/business environment
- Self-driven, results orientated with a positive dynamic approach
- Ability to demonstrate resilience
- Ability to effectively and appropriately challenge
- Ability to prioritise and delegate daily tasks
- Strong influential communication across all channels and levels
- Strategic thinking
- Holistic thinking

Skills/competencies required:

Qualifications – essential:

Knowledge/ Experience – essential:

Contact centre management
Strong people facing manager
Fast pace/ changeable environment
Proven relationship management

Qualifications – desirable:

ICS/NVQ Management Level 2 /NVQ Sales Level 2
Recognised qualification in Travel & Tourism
Degree educated or equivalent in Business Studies,
Telecommunications or Call Centre Management

Knowledge/ Experience – desirable:

Managing through managers
Stakeholder management
Good analytical / numerical skills

Issue Date:

**Issued by
(name):**

REWARD ONLY

Grade: 7

RUI:244

Date Approved:

Initials: