



CARNIVAL UK

Job Description

Job Title :	Senior Manager – Contact Centre
Department :	Product and Commercial Services – Contact Centre Operations
Reporting to (Job Title) :	VP, Contact Centre Operations, Carnival UK
No of Direct Reports :	2
Size of Department:	c200
Date of issue:	Sept 2018
Issued by (name):	Jo Sponder

Overall Purpose of Role:

- To develop and lead a management team at various levels, setting culture and environment to achieve maximum operational effectiveness through the delivery of production, revenue and quality KPI's
 - Accountable for the day to day performance of the Telephony Operation to deliver a best in class service, meeting or exceeding all KPIs and within budget
 - Accountable for driving significant performance and operational improvements across the Contact Centre through the development of the long term vision and strategy of the contact centre
 - Challenge the current operating model to improve the guest experience whilst delivering an efficient service
 - Operate as part of the leadership team to promote collaboration of all teams within Contact Centre operations.
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Main Activities and Responsibilities

Strategic Leadership	<ul style="list-style-type: none">• Lead the Contact Centre department to ensure that our guest's remain at the centre of our approach.• Working with the VP, Contact Centre Operations and the other senior leaders in the development of the department strategy and business plan which will improve the revenue and service delivery across the contact centre function through identifying industry best practice design and process to realise improved service and sales delivery (this may include sourcing and management of 3rd party providers).• Work with our Digital channel to align strategies and operate as 'one' direct channel• Set the strategy for the development of the contact centre, staying abreast of new practices and technologies, ensuring that we gain and maintain recognition for the quality of customer service.• Accountable for development and improvements within the department e.g. structure reviews, implementing new working practices, implementing sales incentive schemes, developing training etc.• Applying best practise, deliver continuous improvement strategies identified through both employee and guest insight creating a positive change environment.
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	<ul style="list-style-type: none">• Act as the voice of the guest, championing change and improvements across the guest experience, drive change and influence future change/projects to support and achieve improvements in the guest experience.• Deputise at trading and performance meetings as necessary for the VP, Contact Centre Operations.• Maintain open and honest channels of communication at all levels across the business to facilitate best in class sharing and root cause analysis.
People Management / Coaching / Development / Resourcing	<ul style="list-style-type: none">• Lead, inspire and co-ordinate the contact centre management team at all levels to create motivated and engaged colleagues.• Embed a performance culture, framework and review processes to achieve service levels and improvements against set targets to drive a continuous improvement environment.• Lead the contact centre management teams to attract, retain and develop the capacity, capability and talent to provide for succession and ensure delivery of business objectives• Set expectations, share best practice and manage and develop leaders and others to ensure that they maximise their performance, meet the required standards, and continuously develop their capabilities and experience• Accountable for delivery of the recruitment, training, induction and coaching strategy across the contact centre.• Work closely with HR, L&D and Training delivery teams, being accountable for the ongoing development all levels of contact centre colleagues• Work with the Resource Planning Manager to ensure that resource is fully utilised and any contact demand is effectively covered.
Budget Management / Financial Responsibilities / Revenue / Sales / Cost Management / Cost Control	<ul style="list-style-type: none">• Continual review of actual vs. budget across a variety of cost lines (including headcount & bonus spend)• Accountable for the day to day performance of the Contact Centre to deliver a best in class service, meeting or exceeding all KPIs (including sales) within budget to achieve distribution channel growth, high conversion and proactively manage efficiencies.
HESS Responsibilities	<ul style="list-style-type: none">• 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 ship risk assessments• Actively promote safe working within your team and encourage safe behaviours• Demonstrate safety leadership in accordance with our Carnival UK safety behaviours
Culture Management	<ul style="list-style-type: none">• Encourages adherence to Carnival UK Core Values.• Develops and leads activities to reinforce the relationship of the Core Values to divisional responsibilities, processes and practices.• Monitors interdepartmental working relationships.



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Other Features of Job (travel, hours of work, working conditions etc):

- Flexible working approach with infrequent travel and additional hours required
 - Attend industry events as ambassador for company
 - Occasional travel abroad as required
 - On call within Crisis Rota, approximately 1 week per month
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Location: Southampton Offices



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Person Specification

Job Title : Senior Manager – Contact Centre

Department : Product and Commercial Services – Contact Centre Operations

Education, Qualifications and Training

- Degree educated or equivalent in Business Studies or Call Centre Management
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Experience

- Extensive experience in a contact centre environment and a strong people facing manager
 - Proven ability to influence and deal with Senior stakeholders
 - Can demonstrate continuous improvement in a fast-paced and changeable environment
 - Is guest-centric and can operate at both a tactical and strategic level
 - Proven relationship management skills – including negotiation and development skills and strong influencing skills
 - Report writing skills – including completion of annual strategy plans, business cases etc.
 - Strong analytical and numerical skills
 - Good presentation skills
 - Experience of leading and managing change on varying scales – from design to embedding
 - Experience of working with outsourcing partners
 - Proven experience of working in a team
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Work Based Competencies

Competencies that refer to the specific work related skills required for successful performance in the role. (e.g. technological competence, written ability, numerical ability, relevant legislative or procedural understanding, analytical ability, organisational ability and project management etc.

Managing Others

- Strong leadership qualities in order to engender a culture where employees are motivated and inspired to achieve and exceed results
- Ability to be decisive, based on facts, figures and policies
- Ability to challenge the status quo and instigate and manage change effectively

Influence and Communication

- Strategic vision and creativity to be supported by well thought-out, rigorous, in-depth and comprehensive business cases
- Ability to solve problems effectively
- Ability to identify potential causes of problems and deal with them proactively
- Excellent negotiation skills including, leading major commercial negotiations for the business
- Well presented and articulate

Commercial Awareness

- Understand the business implications of operating in a multi-brand structure within the CUK business
- Ability to analyse figures and relate to a commercial environment

Managing Self

- Ability to possess vision and strategic thought
- Able to organise and plan logistics to enable optimum use of resources
- Ability to operate autonomously



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Behavioural Competencies

Competencies that refer to the personal characteristics and behaviour required for successful performance.

Commercial Acumen, Communication, Customer Focus, Influence, Motivation and Commitment, New ideas/Continuous improvement, Problem Solving and Decision Making, Team Work.

- Strong people management skills
- Use listening skills, to understand, build rapport and respond effectively
- Resolve conflict in most effective manner
- Ability to manage conflicting demands on time and resources

Managing Self

- Ability to possess resilience and be adaptable at all times
- A can-do approach to work
- Ability to think creatively outside the box and challenge the status quo
- Solve problems independently and creatively
- Adapt to changing business needs and operational circumstances
- Flexible approach to business demands
- Ability to maintain a positive and approachable attitude
- Ability to work under pressure
- Ability to establish key priorities for self and others

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 employees control (list not exhaustive).

To undertake ad hoc duties as required.