



Contact Centre Supervisor – Bromley Well

Job pack

Thank you for your interest in working for the Bromley Well Single Point of Access at Citizens Advice Bromley. This job pack should give you everything you need to know to apply for this role and what it means to work for Bromley Well at Citizens Advice.

In this pack you'll find:

- Our values
- Bromley Well
- The role profile and personal specification



Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



Bromley Well launched in October 2017 to provide support for people living in the London Borough of Bromley to prevent them from falling into a crisis and improve their health, wellbeing and independence.

The Single Point of Access (SPA) is the telephone contact centre for residents of Bromley wanting to access support from our pathways.

The service is paid for by Bromley Council and Bromley NHS Clinical Commissioning Group and is delivered by a partnership of local voluntary sector organisations called Bromley Third Sector Enterprise CIC (BTSE) which is made up of Age UK Bromley & Greenwich, Bromley, Lewisham & Greenwich Mind, Bromley Mencap, Citizens Advice Bromley, Community Links Bromley and a growing number of Associate Member organisations.

Through our pathways the service provides support for older people, carers including young carers, adults with learning difficulties, adults with physical disabilities, adults with long term health conditions, adults needing support with their mental wellbeing as well as providing free impartial information, advice and guidance on a range of issues such as housing, debt and benefits etc. which are crucial to a persons' wellbeing.

The service is provided by a mixture of paid staff and volunteers.



The role

Working on the Single Point of Access Telephone Support Line you will be the first point of contact for residents accessing the service.

You will be expected to work weekends on a rota basis.

As Supervisor you will support our team of volunteers and staff to ensure that residents receive a service that is supportive, welcoming and makes seamless referrals across our pathways ensuring that the first door for the resident is always the right door.

Working with our excellent senior management team, our BTSE partnership office and our partners you will contribute to the smooth running of the Bromley Well service.



Role profile

Supervision

- Support our Managers in ensuring the delivery of KPIs for telephone answering, email response times and quality of call/email handling.
- Manage the practicalities of the telephone service and ensure adequate staffing and resources.
- Provide an appropriate level of support and supervision to individual workers.
- Monitor referrals/ telephone calls of staff and volunteers to meet quality standards and service level agreements.
- Through monitoring ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of the service, and ensure residents do not suffer detriment due to poor or inadequate service.
- Keep knowledge up to date and provide support to staff and volunteers.

Staff management

- Handle escalated queries and day to day issues raised by team members
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best.
- Participate in recruitment and selection activities as delegated.
- Participate in the induction of new staff as delegated.
- Ensure the effective performance management and development of staff through regular supervision sessions, the appraisal process and learning and development.

Generic

- Develop and maintain effective admin systems and records relevant to the role.
- Monitor and evaluate activities appropriate to the role and contribute to the service by providing regular reports and feedback on the areas of responsibility.

- Prepare for and attend team meetings and staff meetings as appropriate
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the office team.
- Provide case studies to demonstrate the impact of the service
- Assist with compiling reports on the impact of the service
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Identify own learning and development needs and take steps to address these.
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.
- Work weekends on a rota basis

Networking and partnerships

- Develop links with all the Bromley Well pathways
- Use influencing skills to promote Bromley Well and foster good relationships with external organisations



Person specification

Essential

1. Proven ability to supervise others, including ability to recruit, develop and motivate staff.
2. Fundamental customer service skills – excellent telephone manner and good understanding of the principles of customer service.
3. Excellent communication skills – both oral and written with the ability to listen accurately and explain complex or simple concepts clearly at all levels.
4. Understand the processes driving workload in the contact centre and continuously look at improvements which will deliver better service or improved efficiency.
5. Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment.
6. Proven ability to develop individuals or groups by providing support, guidance and/or training.
7. Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
8. Proven ability to use IT systems and packages and procedures
9. Ability to monitor and maintain own standards.
10. Ability and willingness to work as part of a team
11. Demonstrable understanding of the issues affecting society and their implications for residents.
12. Ability to commit to, and work within, the aims, principles and policies of Bromley Well and the Citizens Advice service.
13. A good, up to date understanding of equality and diversity and its application to the supervision and development of staff.
14. A commitment to continuous professional development.
15. Work weekends on a rota basis

The Contact Centre Supervisor should always be prepared to answer calls, respond to emails or do whatever work is needed to ensure the smooth running of the Single Point of Access and delivery of excellent customer service