**Job Summary:** We are looking for a highly motivated Contact Centre Manager to lead our central operations. The successful candidate will oversee daily contact centre operations, ensure high levels of service user satisfaction, and manage contact centre team members. Additionally, the Contact Centre Manager will develop and implement strategies to improve efficiency and effectiveness.

**Key Responsibilities:**

* **Customer Service Excellence:** Ensure the contact centre provides outstanding customer service, handling escalated customer issues and complaints effectively. Manage the escalation of formal complaints following company policies.
* **Team Leadership:** Manage contact centre team members, providing guidance, support with recruitment processes, and training to ensure high performance. This includes managing holiday rotas and sickness, conducting staff appraisals, and performance reviews.
* **Performance Monitoring:** Monitor and evaluate the performance of contact centre team members, providing feedback and implementing improvement plans as necessary to meet productivity and quality targets. Ensure the contact centre is fully staffed during contractual opening times.
* **Reporting:** Prepare and present regular reports on contact centre performance, including key metrics and KPIs.
* **Compliance:** Ensure the contact centre operates in compliance with all relevant regulations and company policies, including safeguarding and data security policies.
* **Technology Management:** Oversee the use of contact centre systems, ensuring they are used effectively and efficiently.
* **Continuous Improvement:** Identify opportunities for process improvements and implement changes to enhance contact centre operations.
* **Collaboration:** Work closely with senior management and community teams to ensure company objectives and KPIs are met.

**Qualifications and Skills:**

* Proven experience as a Contact Centre Manager or similar role.
* Excellent leadership and team management skills.
* Strong communication and interpersonal skills.
* Ability to handle complaints effectively.
* Strong analytical and problem-solving skills.
* Proficiency in technology and systems.
* Ability to develop and implement effective strategies.
* Strong organisational and time management skills.
* Knowledge of relevant regulations and compliance requirements.
* Full UK driving licence and access to a car for work, with ‘business purposes’ insurance.
* Evidence of a personal commitment to continuing professional development and to maintaining up-to-date professional knowledge supporting the development of business within the company.
* This post involves working with vulnerable adults and as such, the post holder will be required to apply for a disclosure of criminal records at an enhanced level (DBS).

Everyone Health Ltd is committed to safeguarding and promoting the welfare of the adults, young people, and children who use the services. All staff have a responsibility to report any identified concerns of abuse or exploitation through the appropriate route in line with the respective policies and procedures.