BritishRedCross

Staff Role Profile: Support Desk Manager

Job Level	4	ID	4991
Directorate	Internal Shared Services	Work location	Shared Service Centre
Contract	Permanent	Reports to	Support Services Manager

Scale and scope of role

Direct reports	8 Customer Support Advisors	Indirect reports	n/a
Budgetary responsibility / accountability	n/a	Accountability for other resources	n/a
Reach and impact	Deliver a high-quality customer support and resolution service via both email and telephone. Specifically supporting the connected services of teams within the Shared Services and across the wider British Red Cross.		

Context

The British Red Cross helps millions of people in the UK and around the world to prepare for, respond to and recover from emergencies, disasters and conflicts.

Our volunteers and staff help people in crisis to live independently by providing support at home, mobility aids and transport. We also teach first aid skills.

We are part of the global Red Cross and Red Crescent humanitarian network. We refuse to ignore people in crisis.

Our principles and values

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its fundamental principles: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Directorate overview

The role of Support Desk Manager sits within the Finance, Planning & Resources directorate.

Purpose of the role

To manage the shared service support desk function, delivering a high quality customer support service to those contacting the organisation e.g. service users, members of the public, staff, volunteers etc, ensuring the first call resolution principle is applied wherever possible.

Main responsibilities

Staff Management

1. Responsible for the day to day management of the support desk team.
2. Develop and maintain a strong service culture with a focus on first call resolution and good customer care.
3. Ensure the Support Desk Team are trained on relevant organisational procedures and briefed on current organisational projects/issues to effectively support customers, including resolving complaints where possible and appropriate.

4. Ensure the Support Desk Team are trained and confident in dealing with distressed customers using the CALMER techniques promoted by the BRC.
5. Assess, monitor and manage the teams' workload ensuring that SLAs are achieved and all escalations from team members are monitored and actions agreed to address them.
6. Ensure effective prioritization based on organisational deadlines.
7. Embed a customer service procedure to ensure that highest standards of customer service are consistently achieved.
8. Proactively look for continuous improvement opportunities and adopt new methods and best practice.

Service Delivery & Support
1. To be an escalation point for the team when customer queries are complex and multi-faceted. Support Advisers in researching alternative solutions when usual resolutions processes are not available or appropriate
2. To assist in the development and be responsible for the achievement of relevant parts of SLAs within the organisation. Monitor compliance and escalate issues as necessary to teams across the organisation.
3. Responsible for the Support Desk's performance against own SLA.
4. Responsible for logging and collating all queries for the Shared Services Centre (SSC) and work with the management team to improve and continually streamline processes.
5. Collaborate with the SSC's Training team to ensure that guidance produced will assist customer's fully. Use data captured through query collation to advise on what areas should be focused on.
6. To monitor queries received, feedback and make recommendations to management across the organisation where there are process failures effecting BRC customers or where existing guidance available to users is not satisfactory.
7. To develop and maintain relationships with individuals and teams across the organisation to enhance the delivery of services from the Support Desk Team.

System Administration & Reporting
1. Ensure all interactions are recorded and tracked on the call management software package.
2. To provide regular management information to senior managers within SSC and across the organisation so that the quantity and type of interactions in relation to their areas of control can be monitored and lessons learned.
3. Responsible for the configuration and system administration of our ticketing/call management software. Ensure the system is up-to-date and work with I&DT to support system upgrades.
4. Support the implementation of ticketing/call resolution system with any other areas across the organisation who wish the utilise this software.
5. Develop and deliver a range of statistical reports and analysis for different internal service areas to support learning and service development. Highlight trends, areas for improvements and make recommendations as appropriate.
6. Be responsible for the support and data updates required for the Shared Services' MySupport user portal that enables customers to manage the queries they have logged.

Team Management
1. Direct reports have clear objectives that support the services' strategies and plans.
2. Progress is monitored effectively and action agreed to address any problems that arise
3. Issues, teams ideas and comments are escalated when necessary
4. All resources are managed effectively using BRC processes (budgets, appraisal, H&S, etc)

Team Member
1. Actively participates in all team meetings
2. Supports other Team members
3. Works and behaves in accordance with BRC policies & Procedures
4. Upholds the fundamental principals of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic)

Criminal Records Check

Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> None
Scotland
> None
Northern Ireland
> None

Diversity

We are committed to being an inclusive employer with a diverse workforce. We encourage applications from people from the widest possible diversity of backgrounds, cultures and experiences – including disabled and ethnic minority candidates. This is to contribute to the breadth of experience we need to respond to people in crisis. You can read more about our commitment to diversity on our website.

Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)
Knowledge	Essential ✓✓	> Qualification in English and Maths at Higher or A Level standard or equivalent experience.	S
		> Ability to manipulate data, produce management information and process maps	S
		> Supervision or management qualification desirable (or can demonstrate equivalent work experience in required field)	S
Skills	Essential ✓✓	> Demonstrate strong communication and influencing, both written and oral	I
		> Supervising, providing feedback, motivating the team	S
		> Time management, organisation, prioritisation, proactive approach	S
		> Able to use initiative, seeks insight	I
		> Adaptable, flexible approach	I
		> Managing customer expectations, delivery of excellent customer experience to internal and external customers	I
		> Ability to maintain a first call resolution approach within the team	I
	Desirable		

Experience	Essential ✓✓	> Team Management	S
		> Working in and Shared Service/Contact Centre providing support to internal and external customers	S
		> Experience and knowledge of using Microsoft Office	S
		> Developing and implementation of service level agreements and or key performance indicators	S
		> Previous experience carrying out system administration of a ticketing/call management system, including system configuration of all logging categories.	S
		> Previous experience in supporting the use of finance, HR/Payroll and/or learning management system.	I
	Desirable	> Experience and knowledge in the following systems would be an advantage: Agresso Business World (Unit4), Assyst (Axios), iTrent (HR & Payroll)	I
		> Previous experience of delivering impactful management information reports from call handling software to better inform continual process improvement reviews.	I
		> Project Management experience	I
Behaviours	**Focussing on People in Crisis** – Actively addresses the needs of People in Crisis • Finds ways to define and continually improve services for people in crisis • Uses knowledge of the needs of people in crisis to feed into ongoing planning and shaping of services **Seeking Insight** – Digs deeper and supports others to make the best use of information • Supports others to make the best use of the information available and drawing on different sources to develop new courses of action • Asks a range of questions, from different sources, to get to the root of a situation or problem and explore possibilities **Communication & Influencing** – Tailors their approach • Adapts their method of communication and message to suit the specific audience • Uses their understanding of others to tailor and choose the approach that will have the greatest impact **Working Collaboratively** – Pro-actively builds collaborative relationships internally & externally • Manages relationships and partnerships for the long term – sharing insights, building trust, constructively and openly tackling conflict in order to agree solutions		
Additional requirements	Essential ✓✓	Ensures inclusive practice and promotes diversity	

In order to be shortlisted for interview, you need to meet the essential criteria as outlined above. *N.B. All disabled candidates who meet the essential criteria (✓✓) will be short-listed for interview in line with our commitment to the Disability Confident Scheme*