

## Job Title: Support Desk Manager

|                    |                               |                          |             |
|--------------------|-------------------------------|--------------------------|-------------|
| <b>Job Level</b>   | Level 4                       | <b>Job reference No.</b> | 1154        |
|                    |                               | <b>Role review</b>       | Jan 2020    |
| <b>Directorate</b> | Finance, Planning & Resources | <b>Service/Function</b>  | SSC Paisley |
| <b>Reports to</b>  | Support Services Manager      | <b>Contract</b>          | Permanent   |

### Scale and scope of role

|  |   |   |   |
|--|---|---|---|
| <b>Direct reports</b>                            | 8   | <b>Indirect reports</b>                   | 0 |
| <b>Budgetary responsibility / accountability</b> | 0   | <b>Accountability for other resources</b> | 0 |
| <b>Reach and impact</b>                          | Deliver a high-quality customer support and resolution service, specifically supporting the services provided by the organisation's Shared Service Centre and across the British Red Cross including; supporting the complaints, compliments and comments procedures. |   |   |

### Context

We help anyone, anywhere in the UK and around the world, get the support they need if crisis strikes, connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the global Red Cross and Red Crescent humanitarian network.

### 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.

## 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 the prioritization of contacts 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. Responsible for collating and monitoring all complaints, compliments and comments received and work with colleagues across the organisation to ensure feedback is given in a timely manner. Escalate non-compliance as appropriate.
7. 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.
8. 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 the Assyst call management software. Ensure the system is up-to-date and work with I&DT to support system upgrades.
4. Support the implementation of Assyst with any other areas across the organisation who wish to utilise the software. Ensure all services using Assyst have full administrative support. Ensure that other users are involved in system improvements.
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 and teams ideas and comments are escalated when necessary
4. The personal effectiveness of direct reports improves
5. 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  |

## Drivers Checks

|                |
|----------------|
| > Required: No |
|----------------|

## Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis in the UK. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of; age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate and we want you to be able to bring your authentic-self to the Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

## Person Specification

|                             |                 | Requirement   | Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A) |
|-----------------------------|-----------------|---|---|
| <b>Knowledge and Skills</b> | Essential<br>✓✓ | <ul style="list-style-type: none"> <li>&gt; Qualification in English and Maths at Higher or A Level standard or equivalent experience.</li> <li>&gt; Ability to manipulate data, produce management information and process maps</li> <li>&gt; Demonstrate strong communication and influencing, both written and oral</li> <li>&gt; Supervising, providing feedback, motivating the team</li> <li>&gt; Time management, organisation, prioritisation, proactive approach</li> <li>&gt; Able to use initiative, seeks insight</li> <li>&gt; Adaptable, flexible approach</li> <li>&gt; Managing customer expectations, delivery of excellent customer experience to internal and external customers</li> <li>&gt; Ability to maintain a first call resolution approach within the team</li> </ul> |   |
|                             | Desirable       | <ul style="list-style-type: none"> <li>&gt; Supervision or management qualification desirable (or can demonstrate equivalent work experience in required field)</li> </ul>  |   |
| <b>Experience</b>           | Essential<br>✓✓ | <ul style="list-style-type: none"> <li>&gt; Team Management</li> <li>&gt; Working in and Shared Service/Contact Centre within a Business Systems Support environment providing support to internal and external customers</li> <li>&gt; Experience and knowledge of using Microsoft Office</li> <li>&gt; Developing and implementation of service level agreements and or key performance indicators</li> <li>&gt; Previous experience carrying out system administration of a call management system, including system configuration of all logging categories.</li> <li>&gt; Previous experience in supporting the use of finance, HR/Payroll and/or learning management system.</li> </ul>   |   |
|                             | Desirable       | <ul style="list-style-type: none"> <li>&gt; Experience and knowledge in the following systems would be an advantage: Agresso Business World (Unit4), Assyst (Axios), iTrent (HR &amp; Payroll)</li> <li>&gt; Previous experience of delivering impactful management information reports from call</li> </ul>  |   |

|                                |  |   |  |
|--------------------------------|--|---|--|
|                                |  | handling software to better inform continual process improvement reviews. |  |
| <b>Behaviours</b>              | <p><b>Focussing on People in Crisis</b> – Actively addresses the needs of People in Crisis</p> <ul style="list-style-type: none"> <li>&gt; Finds ways to define and continually improve services for people in crisis</li> <li>&gt; Uses knowledge of the needs of people in crisis to feed into ongoing planning and shaping of services</li> </ul> <p><b>Seeking Insight</b> – Digs deeper and supports others to make the best use of information</p> <ul style="list-style-type: none"> <li>&gt; Supports others to make the best use of the information available and drawing on different sources to develop new courses of action</li> <li>&gt; Asks a range of questions, from different sources, to get to the root of a situation or problem and explore possibilities</li> </ul> <p><b>Communication &amp; Influencing</b> – Tailors their approach</p> <ul style="list-style-type: none"> <li>&gt; Adapts their method of communication and message to suit the specific audience</li> <li>&gt; Uses their understanding of others to tailor and choose the approach that will have the greatest impact</li> </ul> <p><b>Working Collaboratively</b> – Pro-actively builds collaborative relationships internally &amp; externally</p> <ul style="list-style-type: none"> <li>&gt; Manages relationships and partnerships for the long term – sharing insights, building trust, constructively and openly tackling conflict in order to agree solutions</li> </ul> |   |  |
| <b>Additional requirements</b> | Essential<br>✓✓  | > Ensures inclusive practice and promotes diversity                       |  |
|                                | Desirable  |   |  |

*We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.*