

## CSC Resource & Performance Analyst

Housing Directorate: Customer Service Centre

Overview	
<b>Role Purpose</b>	<p>To provide operational resource planning, reporting of KPI and improving quality standards for the Customer Service Centre (CSC) across various customer access channels.</p> <p>Support customer service management team to deliver high quality service to customers.</p>
<b>Responsible for</b>	<p>Providing operational support to the CSC operation with effective resource planning and reporting of KPI to deliver and improve services.</p> <p>Support the delivery of the operational plan with clear performance and customer service outcomes.</p> <p>Supporting and delivering the Resident and Staff Promises through detailed and accurate reporting enabling effecting management of people and processes.</p> <p>Working collaboratively with internal and external partners to achieve agreed objectives.</p> <p>Deputising for the Operational Excellence Manager as required.</p>
<b>Reports to</b>	Operational Excellence Manager
<b>Line management</b>	N/A
<b>Date</b>	November 2020

Role relationships	
Internal	All operational and central teams across NHG not limited to; BID, Housing, Care & Support, Leasehold, Temporary Housing, Folio, Commercial, Assets, COO, IT, Communications, IT, HR and Finance, at various levels.
External	Not limited to; IT providers, contract partners, suppliers

## Role Accountabilities

- To provide effective resource planning for the Customer Service Centre (CSC) using by short/ long term forecasting and the scheduling of staff to meet KPI's across various customer access channels.
- To produce monthly schedules for Customer Service Advisors for their day to day work and team meetings, coaching, 121, training sessions activities working with CSC Team Leaders and CSC Trainers
- To provide feedback to the Operational Excellence Manager on weekly hotspots affecting future resource planning & scheduling
- To provide recommendations on the appropriate resource levels needed to achieve KPI targets for the different customer access channels.
- To be responsible for forward planning recruitment for customer service staff within the CSC as when vacancies arise to ensure there is minimal impact on service.
- You will report on the CSC KPI's, CSAT, and quality and complete trend analysis identifying root cause and service improvement on the different customer access channels in order to provide service excellence and first contact resolution to customers.
- You will produce range of daily, weekly, monthly and quarterly KPI and management information reports on the CSC using balance scorecard on areas not limited to; service levels, first contact resolution, customer satisfaction, quality assurance, sickness, productivity and staff attrition and cost per communication within an agreed timescale
- You will build effective relationships with all CSC stakeholders to understand future demand of activities that may impact on the CSC service delivery.
- You will be involved in developing the CSC business plan, business continuity, risks plans are updated on regular basis.
- To be responsible for ensuring that CSC delivers its business/ service improvement plan, taking into account the internal and external operating environments.
- To develop yearly training programme matrix on training delivered to customer service staff within the CSC to ensure that training delivered is prioritised on service area demand for the different customer access channels.
- To work the CSC Trainers develop and maintain CSC cross skilling training matrix ensuring that 95% workforce is cross trained on all services in the CSC

## Role Purpose and Principles

- To effectively resource plan 121, team meetings, training for CSC Team Leaders to effectively performance their team to ensure SMART objectives and individual learning plans are in are reviewed on regular basis.
- To maintain a flexible and responsive workforce and culture that allows for change and service improvements to be made.
- To assist the Operational Excellence Manager on the staff budget monitoring to ensure that staffing is in line with the agreed annual budget.
- Responsible updating and maintaining staffing and skills data on our telephone and contact solution and that reports are set up for CSC Team Leaders to use to review CSA's performance.
- To be responsible for ensuring the CSC IVR messaging and telephony system is updated on regular basis, working with IT department.

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

## How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

## Role behaviours

Customer focus	<p>Promote and support a culture of continuous improvement in developing our digital channels to support customer self service</p> <p>Use feedback from customers to improve digital services</p> <p>Support CSC staff to provide proactive customer services</p> <p>Promote a culture that balances the needs of the customer with those of the business</p>
Accountability and delivery	<p>Seek and act on feedback to improve performance</p> <p>Have a clear understanding of the organisation's objectives around customer self-service and contribute to meeting them</p> <p>Be self-reliant and maintain high standards of work and behaviour even under pressure</p>

Communication and influencing	<p>Support and promote the objectives of the NHG operating model to ensure we deliver on the Resident Promise</p> <p>Promote the use of our digital channels to staff and encourage them to channel shift customers to self-serve options</p>
As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.	

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<p>Good experience working in similar roles within a contact centre or customer service centre environment</p> <p>Experience of resource planning and scheduling for multiple customer access channels across telephone, email, live chat, social media for a large workforce up to 100 FTE's using a blended service approach</p> <p>Experienced in extracting, interpreting and providing accurate data in a format that enables the effective management of people and teams</p> <p>Good understanding of digital technology used in Customer Service /Contact Centre environment</p> <p>Excellent understanding of customer service centre, call centre, contact centre KPIs, CSAT Balance Scorecards, trend and root cause analysis</p> <p>Experience designing effective personal and management reports for a 24x7/365 days customer service operation.</p> <p>Experience in business planning, risk, internal audits</p> <p>Good understanding of OMNI channel used in Customer Service Centre</p> <p>Good understanding of performance management frameworks and working in a performance management culture</p>

Skills	<p>Experience in working with all popular Microsoft ICT software packaged and string IT skills in Ms Excel, Word, PowerPoint</p> <p>Good understanding of CRM systems, multi-channel contact centre telephony solutions and scheduling and workforce management systems, and the ability to extract data to produce quality reporting tools.</p> <p>Ability to work efficiently in a high demand, team oriented, and fast-paced environment.</p> <p>Good communication skills written, verbal with excellent interpersonal skills and ability to express ideas in clear and concise manner to different audiences.</p> <p>Good decision making and ability to think tactically and identify significant success factors.</p> <p>Good problem-solving skills</p> <p>Able to analyse performance data, identify trends and the appropriate action to improve performance &amp; KPI's</p> <p>Ability to work independently and manage own workload, work under own initiative</p> <p>Adaptable to change and manage business change well in fast pace environment</p> <p>Effective time management, planning and organisation skills</p>
Qualifications and/or professional membership	<p><b>Essential</b></p> <p>Educated to A levels/ or Diploma Level or have significant relevant work experience for this role.</p> <p>Strong/advanced MS Excel skills</p> <p><b>Desirable</b></p> <p>Experience working in a contact centre or 24/7/365 service</p> <p>Knowledge of Microsoft Dynamics CRM, Mitel 3300, Northgate, Tableau and Power BI is advantageous.</p>
<b>Role requirements</b>	
DBS	<ul style="list-style-type: none"> <li>Basic Disclosure</li> </ul>
Data and information processing	<ul style="list-style-type: none"> <li>Word</li> <li>Excel</li> <li>Other contact centre solutions, platforms and CRM systems</li> </ul>