



<b>Job Level</b>	3	<b>Job reference No.</b>	
		<b>Role review</b>	January 2021
<b>Directorate</b>	Finance Planning and Resources	<b>Service/Function</b>	MAS
<b>Reports to</b>	Hub Manager		

### Scale and scope of role

<b>Direct reports</b>	Up to 6	<b>Indirect reports</b>	0
<b>Budgetary responsibility / accountability</b>	Nil	<b>Accountability for other resources</b>	All aspects of contact handling provision
<b>Reach and impact</b>	Management of the MAS Contact Handling centre, providing quality customer service across the breadth of the UK		

### 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 values and principles

**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

The Operations Support Manager has responsibility for all aspects of contact handling in the service. They have responsibility for resourcing the contact centre, performance delivery and development/review of contact handling arrangements across the service.

### Main responsibilities

#### Operational Management

- Lead the team to deliver high quality, safe and effective resources to support service users
- Responsible for the development of the team to meet operational standards and enable them to support the strategic direction of MAS
- Listens to team members feedback and that of other MAS and spoke teams and drives a culture of best practice and continuous improvement

### **Accountable for resources**

- Manages resource availability to ensure effective staffing levels in the contact centre at all times
- Develops and maintains contingency arrangements for the use of volunteers to support contact handling arrangements at key times and at occasions of high demand
- Records are accurate, timely and appropriately input into ELMS (Electronic Logistical Management System), MOOM (Mobile Online Ordering Module) and any other agreed IT systems in line with organisational procedures and approaches

### **Quality and Outcomes**

- Accountable for the operation of the MAS Assistance Programme, in line with operational targets and service standards, ensuring confidentiality of the qualifying criteria at all times
- Conduct inbound and outbound quality monitoring with direct reports to ensure high standards of customer satisfaction and that inconsistencies and issues are addressed.
  - Ensure all competency and quality requirements are met and the highest standard of service is provided
- Monitor departmental KPIs, ensuring continual improvement in the service provided to our customers
- Coaches, mentors and advises staff and volunteers across the service in the appropriate handling of incoming contacts
- By supporting appropriate feedback mechanisms for service users, ensures that contact handling continuously improves based on feedback

### **Health & Safety**

- Develop and maintains a safe and healthy working environment in line with Red Cross policy and procedures and current legislation
- Ensure appropriate response and support to contact handlers in cases of upsetting and distressing phone calls

### **Collaboration**

- Work with all hub teams, to implement a National Contact Handling service, including the processing of inbound calls, emails and web enquiries
- Works with the BRC social media team to ensure a swift and efficient response to incoming social media enquiries.
- Works collaboratively with MAS teams and stakeholders to build trust share insights and actions with agreed outputs to ensure a high-performance approach to contact handling with continuous improvement Positively contributes to the development of the service and the implementation of the operational strategy

### **Team Leader**

- All team members understand their responsibilities and objectives
- All resources involving staff managed in accordance with BRC policies and procedures
- All staff are kept informed of relevant organisational plans and updates on development
- Team ideas and comments are communicated and forwarded appropriately.

### **Team Member**

- Actively participates in all team meetings
- Supports other team members
- Work and behaves in accordance with all BRC policies and procedures
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).

## Pre- engagement checks

### Criminal Records

#### 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 Yes
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### 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	<ul style="list-style-type: none"> <li>&gt; Educated to A level standard or equivalent through experience</li> <li>&gt; Managing risk within the workplace</li> <li>&gt; Ability to lead and manage a team a team</li> <li>&gt; Excellent communications skills – written and verbal</li> <li>&gt; Analytical skills</li> <li>&gt; IT skills including the use of MS Office applications</li> <li>&gt; Ability to prioritise tasks for self and team members</li> <li>&gt; Ability to use initiative when solving problems</li> <li>&gt; Staff management and leadership skills</li> </ul>	S	I	
	Desirable	<ul style="list-style-type: none"> <li>&gt; Operational knowledge of ELMS and MOOM</li> <li>&gt; Knowledge of quality systems</li> <li>&gt; Knowledge of third sector and/or contact handling systems</li> </ul>			

<b>Experience</b>	Essential	<ul style="list-style-type: none"> <li>&gt; Ability to work with minimum supervision</li> <li>&gt; Staff and volunteer management within agreed organisational policies</li> <li>&gt; Managing collaborative relationships with both internal and external partners</li> <li>&gt; Reporting using data and information pulled from a range of sources</li> <li>&gt; Working in a contact handling role</li> <li>&gt; Working to performance indicators</li> <li>&gt; Working in a fast-paced environment with a demanding workload, where there may be competing priorities and a challenging performance agenda</li> </ul>	S	I	
	Desirable	<ul style="list-style-type: none"> <li>&gt; Maintenance of a customer relationship management system</li> </ul>			

<b>Behaviours</b>	<b>ACCOUNTABLE FOR RESOURCES</b> Is commercially minded		S	I	
	<ul style="list-style-type: none"> <li>• Has good general 'commercial awareness'</li> <li>• Uses resources effectively</li> <li>• Keeps value for money in mind at all times</li> </ul>				
	<b>SEEKING INSIGHT</b> Investigates and analyses information		S	I	
	<ul style="list-style-type: none"> <li>• Gathers evidence to build the case for change or resolve issues by analysing relevant information and identifying connections</li> <li>• Investigates problems or situations beyond routine questioning</li> <li>• Finds those closest to the issue and investigates further</li> </ul>				
	<b>WORKING COLLABORATIVELY</b> Pro-actively builds collaborative relationships internally and externally		S	I	
	<ul style="list-style-type: none"> <li>• Takes the time to be curious, gets to know others and their perspective, formally and informally</li> <li>• Manages relationships and partnerships for the long term – sharing insights, building trust, constructively and openly tackling conflict in order to agree solutions</li> <li>• Helps others to understand the common ground</li> </ul>				
	<b>ACHIEVING OUR BEST</b> Supports learning and development		S	I	
	<ul style="list-style-type: none"> <li>• Develops own capability and knowledge by seeking and using developmental opportunities to improve performance</li> <li>• Provides balanced, constructive feedback with observed examples to help others see opportunities for growth and development</li> <li>• Supports other people's development by sharing knowledge, skills and learning</li> </ul>				
<b>Additional requirements</b>	Essential	<ul style="list-style-type: none"> <li>&gt; Ensures inclusive practice and promotes diversity</li> <li>&gt; Willingness to travel (nationally) on an occasional basis (quarterly)</li> </ul>		I	
	Desirable	<ul style="list-style-type: none"> <li>&gt; May be required to work occasional evenings or weekends</li> </ul>			

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