

LOCAL HOSPICE LOTTERY LIMITED

JOB DESCRIPTION

JOB TITLE:	Customer Experience Team Leader
DEPARTMENT:	Marketing & Account Management
LOCATION:	Felsted, Essex
RESPONSIBLE TO:	Head of Marketing & Account Management
RESPONSIBLE FOR:	Customer Experience Officers
ACCOUNTABLE TO:	Chief Executive
SALARY:	£20,000 (pro rata)
HOURS:	Full Time (37.5 hrs per week)

JOB SUMMARY:

To act as Team Leader for Local Hospice Lottery's Customer Experience Team and play a fundamental part in delivering an impeccable customer experience to all. This role will consist of scheduling call workloads and coordinating staff working patterns accordingly, as well as making outgoing calls, receiving incoming calls, dealing with enquiries and updating member records on the central database as appropriate. Other general administrative tasks will also be undertaken, as and when required.

Through ensuring that members always feel valued and receive a professional and consistent approach to their needs – the Customer Experience Team Leader will aid Local Hospice Lottery's overall development by having a positive impact on member retention.

MAIN RESPONSIBILITIES:

1. Schedule and make outgoing telephone calls, using script provided, to contact recently recruited players and welcome them to the Lottery, relaying and obtaining specified information and messages.
2. To be professional and efficient in accordance with the Company's values and ensure that Local Hospice Lottery's brand is represented correctly and consistently at all times.

3. Recognise and deal with complaints and expressions of dissatisfaction in an effective, professional and empathetic manner and escalate any high priority issues to the Head of Marketing & Account Management.
4. Follow the correct process for managing and recording complaints, liaising with other members of the Local Hospice Lottery Team as appropriate.
5. Update member records on Local Hospice Lottery's central database appropriately and record all contact histories.
6. Work under the instruction of the Head of Marketing & Account Management to develop the ongoing support of lottery players through telephone upgrade and reactivation campaigns.
7. Manage time effectively to meet daily quota of calls required.
8. Liaise with other members of the Local Hospice Lottery team, fielding and triaging internal queries as appropriate.
9. Provide reports to the Head of Marketing & Account Management as requested.
10. Receive incoming queries, via phone, website and email, and confidently provide any additional help or information which might be required.
11. Take card payments over the phone and update member records to reflect amended credit status.
12. Contact members to ascertain the status of their payment instructions.
13. Work with lapsed members who wish to continue their membership, to re-activate or implement an alternative method of payment.
14. Undertake various administrative tasks including production of letters, pack fulfilment and franking envelopes ready for postal collection.
15. Follow the agreed procedures and review them with the Head of Marketing & Account Management as required.
16. Observe standards of health and safety and comply with accident reporting procedures.
17. Undergo appropriate personal appraisal on a regular basis and be committed to a programme of personal development.
18. Any other reasonable duties as requested by the Head of Marketing & Account Management.

LEADERSHIP RESPONSIBILITIES

1. Plan and manage daily workload to meet the required call quota and coordinate staff working patterns accordingly.
2. Ensure that phone lines are always covered during office hours, implementing contingency arrangements when needed.

3. To provide effective leadership, direction, support for all customer experience staff.
4. Performance management of all customer experience staff, which includes holding monthly 1-2-1 meetings and annual appraisals.
5. Provide regular reports and updates to the Head of Marketing and Account Management as requested.

Notes:

- I. You will be expected to produce work to a high standard and to promote quality at all times.
- II. You will be expected to adhere to the policies and procedures of Farleigh Hospice/Local Hospice Lottery, in particular those relating to Health & Safety and Security.
- III. The post holder will have access to confidential data. Disclosure of confidential information to any unauthorised person may lead to disciplinary action, which could ultimately lead to dismissal.
- IV. You will be expected to participate in a staff appraisal scheme for yourself and staff you manage.
- V. If you are a member of a professional/regulatory body you will be required to abide by the relevant professional Code of Conduct
- VI. Each member of staff has a responsibility to know about basic infection control measures and implement them in the workplace
- VII. Smoking is not permitted whilst on duty or in uniform
- VIII. Employees must be prepared to work flexibly to meet the changing needs of the organisation.
- IX. The above job description does not purport to be an exhaustive list of duties and responsibilities. The post-holder will be expected to undertake additional duties as the requirements of the post change.

EQUAL OPPORTUNITIES

Local Hospice Lottery operates an Equal Opportunities Policy and expects staff to have a commitment to equal opportunity policies in relation to employment and service delivery.

CHANGES TO THIS JOB DESCRIPTION

You have the responsibility to discuss any job changes with your line manager at the time the change occurs and agree any permanent substantial change. You may be required to carry out other duties as reasonably required of you commensurate with your grade/level in the organisation.

Date of Job Description:

Post-holder in receipt and agreement of job description:

Signature

Name (please print).....

Manager's Signature

Name (please print).....

Review date

PERSON SPECIFICATION – CUSTOMER EXPERIENCE TEAM LEADER

SELECTION CRITERIA	ESSENTIAL	DESIRABLE
EDUCATION AND QUALIFICATIONS		
Good level of English & maths (GCSE or equivalent)	√	
SKILLS AND EXPERIENCE		
Recent experience in making/receiving business to customer telephone calls	√	
Solid experience of working with a CRM database and updating individual records	√	
IT skills including Microsoft Office packages	√	
Excellent communicator with superior interpersonal skills	√	
Excellent knowledge of English		
Written skills to a high level	√	
Ability to prioritise and meet challenging deadlines	√	
Ability to learn about products and services and describe/explain them to prospects	√	
Cool-tempered and able to handle rejection	√	
Outstanding negotiation skills with the ability to resolve issues and address complaints	√	
Experience in working as part of an effective team	√	
Previous management or Team Leader experience		√
Knowledge and understanding of society lotteries		√
Knowledge and understanding of the hospice movement.		√
ADDITIONAL REQUIREMENTS/INFORMATION		
Full driving licence and access to a vehicle	√	
Ability and willingness to work flexibly as role requires	√	
The role may require some evening and weekend work	√	