

<b>Role:</b>	<b>Contact Centre Manager</b>
<b>Location of Employment</b>	159-161 Sheriff Street Upper   Dublin 1
<b>Reporting to</b>	Director of Housing Services
<b>Responsible for</b>	Contact Centre Advisors
<b>Salary</b>	€57,517.20 - €70,298.80 Per annum
<b>Contract</b>	Permanent
<b>Probation</b>	6 months
<b>Pension</b>	Available on completion of probation
<b>Hours</b>	37.5 Hours
<b>Leave</b>	22 days (+ 3 discretionary days at Christmas Period)

Clúid Housing is a progressive and dynamic not-for-profit Irish housing association.

Clúid Housing is an equal opportunities employer and proud to have been recognised as a top employer in Ireland. At Clúid Housing we firmly believe that our success is down to our dedicated and growing staff body working in every corner of Ireland. Our company is made up of talented people who bring enthusiasm, confidence, expertise, professionalism and respect to our business. You can meet some of our team by [clicking here](#). Our staff consistently work towards achieving our vision of creating a society where everyone has a great place to live.

Our employees benefit from a great working environment, great learning opportunities, a supportive management team and an extensive benefits package:

- Competitive Remuneration
- Excellent & Continuous Training
- Development Opportunities
- Flexible Working Arrangements
- Access to an Employee Assistance Programme
- Excellent Employee Benefits

If the above appeals to you, then keep reading.....and remember Clúid Housing is proud to be an equal opportunity employer.



## Housing Services Department

This is a great opportunity for an ambitious applicant to lead our Contact Centre and join the Housing Services Team within Clúid. The Housing Services department is responsible for the Contact Centre and teams delivering front line services to the residents living in our 6200 homes. We strive to grow and develop services that continually meet the changing needs of our residents and the housing sector.

## Contact Centre

The Contact Centre Manager is an exciting role leading a dedicated specialist team at the heart of our organisation. The Contact Centre is a vibrant hub that is the main point of contact for all Clúid residents, our business and service delivery partners, and members of the public. The multi-skilled team deals with varied and interesting challenges on a daily basis.

The team is also a vital support for the wider business delivering many back office and administrative functions for all departments, and supporting estate based colleagues who work in over 30 bases around the country.

Housing and the needs of our tenants and organisation is a dynamic and changing environment. You will take a principle role in managing change as it arises for the Contact Centre, developing practical skills in your team to deliver excellent services and use effective data to continually understand and improve our services. At Clúid we place a high priority on understanding our customer demands and tailoring our work to meet these.

### Role: Contact Centre Manager

**Role overview:** Manage and direct all Contact Centre operations ensuring that Clúid residents, staff and other stakeholders receive excellent levels of service that meet our vision and mission. As a member of the Housing Services Management Team you will be a key member of staff managing the day to day operations of our social business.

**Reporting to:** Director of Housing Services

**Responsible for:** Contact Centre Advisors, TÚS workers

### Key responsibilities:

#### Planning and Organisation

- ❖ Manage the daily operations of the Contact Centre ensuring appropriate staffing levels, roster management, contract performance, and budget management
- ❖ Continually review the resources, tools and aids to support staff in their work, including IT and telephony systems
- ❖ Work with staff to understand the flow of work in and between the Contact Centre and all areas of the business
- ❖ Working within the Contact Centre and with other departments and colleagues to initiate appropriate actions to ensure that high service standards are achieved and challenges overcome

#### Data Management

- ❖ Set and deliver high levels of performance with regard to relevant contact centre KPI's, report to senior managers as appropriate
- ❖ Use appropriate data and information to manage individual and team performance
- ❖ Understand and continually develop data and reporting requirements that both enhance and improve our service delivery and fulfil our regulatory requirements

#### Customer Service

- ❖ Using customer feedback to improve and develop services within the Contact Centre
- ❖ Ensure that the customer experience from the Contact Centre is understood across the business to support all services



- ❖ Handle complicated customer enquiries or complaints including escalated queries

## People Management

- ❖ To promote a culture which is supportive of excellent service delivery and meets Clúid's vision, mission and values
- ❖ Take the lead role in the recruitment and induction of Contact Centre staff
- ❖ Support and coach all direct reports, manage individual and team performance and maintain the morale and motivation of employees.
- ❖ Develop a Contact Centre learning and development programme that ensures continual professional development of our staff and the team

## Change Management

- ❖ Work with the business to understand and develop new service and support areas appropriate to the Contact Centre.
- ❖ Develop an understanding of "systems thinking" methodology to ensure an effective and customer focused approach to service improvement
- ❖ Develop business proposals to enable decision making on new areas of work by the Contact Centre
- ❖ Support staff through change, fostering a strong sense of organisational working and a joined up approach to change projects
- ❖ Maintain current knowledge of industry new developments, productions, and involvement in network communication
- ❖ Contribute to the development and implementation of corporate policies, procedures and strategies

## Housing Services Management Team

- ❖ Be an active member of the Management Team in supporting staff; monitoring performance; developing departmental strategy; and influencing and delivering on organisational and departmental goals

## Corporate Responsibilities

- ❖ Ensure all personal and Contact Centre team activity is aligned to Clúid's values and contributes to the mission of supporting the development of thriving communities
- ❖ Adhere to all Clúid policies and procedures at all times
- ❖ To exercise discretion at all times
- ❖ To fulfil all care and high standards regarding both Clúid's and your own health and safety obligations

## General

- ❖ Manage your learning and development in line with your role and personal goals
- ❖ To positively promote the Association in all activities
- ❖ Any other duties which are consistent with your role

## Person Specifications

### Key competencies required in the role

- ❖ Planning and Organisation
- ❖ People Management and Leadership
- ❖ Customer Service
- ❖ Data Management
- ❖ Change Management



Personal Qualities
<ul style="list-style-type: none"> <li>❖ Integrity</li> <li>❖ Resilience</li> <li>❖ Benevolence</li> <li>❖ Flexibility and adaptability</li> <li>❖ Ambition</li> </ul>

Key skills	Essentials	Desirable
<ul style="list-style-type: none"> <li>• Analysis, judgement and creative problem solving</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Empathy and Relationship building</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Communication and influencing</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Coaching and feedback</li> </ul>	✓	
<b>Education/Qualifications:</b>		
<ul style="list-style-type: none"> <li>• Educated to Degree Level</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Professional qualification e.g. CCMA</li> </ul>		✓
<b>Experience:</b>		
<ul style="list-style-type: none"> <li>• A minimum of five years' experience in management in a call/services centre</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Experience of working in Property</li> </ul>		✓
<ul style="list-style-type: none"> <li>• Specialist IT knowledge with examples of managing bespoke information systems</li> </ul>	✓	
<ul style="list-style-type: none"> <li>• Proven record of team management including: motivation, performance improvement, recruitment, conflict resolution, disciplinary &amp; grievance handling etc</li> </ul>	✓	

***The closing date for applications to be returned for this role 20<sup>th</sup> December 2017 at noon.  
It is anticipated that Interviews for the position will be held on week beginning 8<sup>th</sup> January 2018***



CLÚID'S VALUES ARE:

PROFESSIONALISM



INNOVATION

RESPECT



COLLABORATION



SUSTAINABILITY

