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| Role Profile  Deputy Customer Relations Manager | | | | C:\Users\kathryn.jaggard\Desktop\centrelogo360x180.gif | | |
| Role Title : |  | Deputy Customer Relations Manager | | | |
|  |  |  | | | |
| Post Number : |  |  | | | |
|  |  |  | | | |
| Role Family : |  | 1. Officer | | | |
|  | | | | |
| Hours of Work: |  | Annualised hours, 2028 hours per year. These will be allocated on a rota-basis, across 7 days a week, 8am-11pm. | | | |
|  |  |  | | | |
| Salary: |  | £18,000 | | | |
|  |  |  | | | |
| Primary Purpose **:** |  | To provide support to the Customer Relations Managers in the daily operations of the Ticket Office. To develop and manage the Customer Relations Assistants in their roles ensuring high levels of customer care and service are given at all times. | | | |
|  |  |  | | | |
| Generic  Accountabilities : |  | |  |  |  | | --- | --- | --- | | 1. |  | To work efficiently with team members, supporting other areas when necessary; assisting the line manager in meeting set team/departmental targets and identifying and implementing strategies and project management; | |  |  |  | | 2. |  | To respond quickly and appropriately to the requirements and demands of business needs, ensuring customer satisfaction at all times; | |  |  |  | | 3. |  | To nurture and retain relationships with new and existing business clients through a high standard of customer care and to work and liaise with a wide range of external contacts; | |  |  |  | | 4. |  | To maintain records, ensuring that the department’s database is kept fully up to date at all times and producing reports as required by the Manager; | |  |  |  | | 5. |  | To manage expenditure budgets, keeping financial records of costs incurred, liaising with internal departments to ensure ongoing communication of relevant information; | |  |  |  | | 6. |  | Collaborate and liaise with resident organisations to help ensure an integrated and comprehensive approach to delivering the Centre’s ambition; | |  |  |  | | 7. |  | To have responsibility for Health and Safety of self, and others | | | | |
|  |  |  | | | |
| Specialist Accountabilities**:** |  | |  |  |  | | --- | --- | --- | | 1. |  | To pro-actively manage the Customer Relations Assistants, using Contact Centre management system for intelligent reporting, ensuring that Centre customers are serviced via their preferred method of communication in a timely manner | |  |  |  | | 2. |  | Assist Customer Relations Managers in the recruitment and scheduling, on-going training, auditing and performance management of Customer Relations Assistants | |  |  |  | | 3. |  | In collaboration with team members ensure all shows/events/products/services are set-up on the Customer Relationship Management System (Tessitura) in a timely manner | |  |  |  | | 4. |  | Administer the Centre’s membership scheme in the most efficient way whilst encouraging Customer Relations Assistants to upsell the scheme and meet agreed sales targets | |  |  |  | |  |  |  | | 5. |  | Encourage Customer Relations Assistants to resolve customer issues independently whilst responding to escalated issues where necessary, amending service appropriately and flagging up any reoccurring issues to management for review | |  |  |  | | 6. |  | Manage the daily operations of the Ticket Office, reconciling accounts, ensuring all legal and organisational processes and policies are followed whilst flagging up and resolving any issues that arise | |  |  |  | | 7. |  | Be the initial point of contact for Promoters/Event Clients, providing reporting and guidance as required | | | | |
|  |  |  | | | |
| Areas of Responsibility: |  | * Customer Relations Assistants | | | |
|  |  |  | | | |
| Success Measures : |  | * *Success against PDR and annual objectives* * *Staff / Customer Satisfaction and Feedback* * *Internal Feedback Mechanisms* | | | |
|  |  | **This role profile sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.** | | | |

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| What We Are Looking For…  Deputy Customer Relations Manager | C:\Users\kathryn.jaggard\Desktop\centrelogo360x180.gif |
|  |  |

When preparing your written application you will need to provide evidence for the following essential and desirable competencies. In considering each, please use an example of where you have done this previously, either in a work or other situation.

A. Responsibility Please use Level 2 of our values / competency framework as a guide

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Previous experience of leading team |  | x |
| 2. | Accountability for ensuring financial / safety procedures are followed | x |  |

B. Knowledge Please use Level 2 of our values / competency framework as a guide

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Previous use of a Customer Relationship Management (CRM) system – preferably Tessitura |  | x |
| 2. | Confident in IT / telephone skills | x |  |
| 3. | Knowledge and understanding of Centre values and goals | x |  |

C. Values Please use Level 2 of our values / competency framework as a guide

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Take responsibility and ownership of tasks to completion | x |  |
| 2. | Proactively look to improve processes / self-development | x |  |
| 3. | Ensure self and team meet departmental Key Performance Indicators (KPIs) | x |  |

D. Communication Please use Level 2 of our values / competency framework as a guide

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Good internal communication skills |  | x |
| 2. | High standard of oral/written skills in both English and Welsh | x |  |
| 3. | Ability to communicate in a variety of styles to a wide variety of people | x |  |

E. Environment Please use Level 2 of our values / competency framework as a guide

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Majority of shifts will be office based, using Display Screen Equipment | x |  |
| 2. | Effective management of staff within Call Centre Environment | x |  |

F. Welsh Language

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | The ability to speak Welsh |  | x |
| 2. | The ability to listen and understand conversations in Welsh |  | x |
| 3. | The ability to write in Welsh |  | x |
| 4. | The ability to read Welsh language material |  | x |