

Contact Centre Manager

POSITION DESCRIPTION

The Contact Centre Manager will conduct the duties outlined below within the framework of the aims, objectives, policies and procedures of Financial Rights Legal Centre (the Centre). Contact Centre Service channels include the National Debt Helpline, the National Debt Helpline Website chat, Mob Strong Debt Help, Caseworker line and the Insurance Law Service and website enquiry forms.

The Centre receives approximately 150 calls per day and averages approximately 100 web chats per week. Each day, 10-17 individuals are assigned to staff these service channels.

REPORTING RELATIONSHIP

The Contact Centre Manager reports to the Director of Advice

KEY WORKING RELATIONSHIPS

1. **Solicitors & Financial Counsellors** - Collaborate with Solicitors and Financial Counsellors to ensure Financial Rights staffing resources are allocated across our multiple telephone Advice lines, Web chat, website and email enquiries to best effect.
2. **Senior Solicitors** - Coordinate with Senior Solicitors to ensure the adequate provision of supervision on Financial Right's telephone advice lines, Web chat and other intake channels.
3. **Finance & Data Manager** - Work in collaboration with the Finance & Data Manager to leverage internal data to enhance the organisation's ability to monitor and improve service delivery via Financial Right's telephone advice lines, Web Chat and other intake channels.

DUTIES

1. Oversee day-to-day operations of the telephone advice lines, Web chat, email and other intake channels ensuring smooth functioning, adherence to established procedures, and support achievement of service level targets.
2. Prepare rosters in advance to allow for breaks, training and leave whilst ensuring appropriate coverage to meet agreed Centre targets. Ensure workload is fairly distributed between staff.
3. Engage in effective and efficient communication to address covering staff absences by re-rostering and responding to changes as they arise.
4. Manage the daily Roster Huddle (meeting held at the start of each day for rostered staff).
5. In consultation with the relevant Director suggest and implement strategies to optimise the performance of the telephone advice lines, Web Chat, website and other intake channels in line with centre's goals and targets.

6. In consultation with the relevant Director or People Manager, oversee the scheduling of listening in shifts for induction, training or external guests.
7. Manage updates to call queuing and workflow for the telephone advice lines, web chat and other intake channels.
8. Increase the percentage of callers who complete our client satisfaction surveys for advice over all intake channels. Provide regular reporting and analysis to inspire team performance and drive proactive ongoing service delivery improvement. Collaborate with the Mob Strong team to ensure client feedback systems for First Nations clients are culturally appropriate and consistent with our Reconciliation Action Plan commitments. Make recommendations to improve client feedback systems to assess the effectiveness of our services across a range of metrics.
9. Develop efficient systems and processes for reporting on call centre metrics. Analyse data across phone and chat, and generate reports to evaluate performance, identify areas for improvement, and contribute to informed operational decisions. Provide regular reporting and analysis of key call and chat centre/s metrics to management.
10. Liaise with external stakeholders where required, this includes but is not limited to Care Financial Counselling, Consumer Action Law Centre and Financial Counselling Australia.
11. Identify and implement continuous improvement initiatives to improve the effectiveness and accessibility of phone, chat and other intake services.
12. Maintain up-to-date knowledge of industry trends and advancements in call centre technologies, incorporating them into operations as appropriate.
13. Drive and implement Contact Centre projects in collaboration with the relevant Director, with a focus on improving efficiency and/or service quality (e.g. call recording, automated rostering system).
14. Work collaboratively with internal staff and external stakeholders.
15. Participate in and contribute to internal or external training or professional development opportunities as required.
16. Other duties as required.

END