



Job Description

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| Post/Job Title: | DLHE Call Centre Supervisor |
| Location: | Lansdowne/Talbot Campus |
| Faculty/Support Service: | Student Services |
| Department/Section: | Careers & Employability |
| Normal hours per week: | PTHP Variable (Some flexibility will be required in order to ensure that key time scales and deadlines are met). |
| Grade: | 3 |
| Duration if temporary: | Specific collection period set Nationally; Typically Jan-March (8 weeks) and May – June (8 weeks) |
| Responsible to: | Careers & Employability Manager |

Job Purpose:

The post holder will play a pivotal role for the University in the collation of the annual DLHE survey information. This survey is conducted online and by telephone across two collection periods each year – Jan to March and May to June to establish the employment situation of BU leavers at a specific date, approximately 6 months post-graduation. This information is then fed back as part of the University's statutory returns requirements to HESA and used by the University itself.

The post holder will oversee and manage a team of DLHE call centre telephone operatives on University premises. Training on DLHE procedures and requirements is a mandatory requirement of the post holder.

The post holder must be a current BU staff member.

Main Responsibilities

- At all times act professionally as an advocate and representative of Bournemouth University and provide excellent customer service
- Manage the activity of the DLHE Call Centre
- Supervise and support staff working in the Call Centre
- Maintain efficiency of the Call Centre by adjusting staffing levels according to workloads as the survey period progresses in agreement with C&E manager
- Be on hand to provide advice and guidance to Call Centre Staff as required
- Manage attendance and time management of Call Centre staff
- Monitor Call Centre progress to align with targets set by HESA / DLHE Steering Group
- Liaise with Student Records Projects Officer (Statutory Returns) for any queries relating to student data
- Quality check survey data collected by Call Centre staff to ensure all required information is being captured and identify any possible training issues.
- Provide corrective training to any staff as required
- Maintain and update procedural changes (guidelines) affecting the call centre, communicating with relevant personnel
- To be a main point of contact for all call centre queries and issues

- To work closely with the C&E Manager to provide exceptional customer service to graduates in the managing of the DLHE survey
- Ensuring professional conduct of call centre staff and dealing with issues as they arise
- To maintain service excellence and assist when appropriate with personal training needs of current call centre staff.
- To maintain, monitor and co-ordinate the day to day running of the call centre

Dimensions

This is a part-time hourly paid contract, allowing you the flexibility to sign-up for work during call centre periods as and when it suits you following mandatory training. Most shifts will be between 17.00 and 20.00hrs Monday to Friday during call centre periods. You will receive communication from the C&E team identifying work opportunities. Payment is at a fixed hourly rate.

Challenges

You will work with minimum supervision, will be required to use your initiative, undertake decision making.

Flexibility and understanding of the DLHE survey will be required in order to handle numerous diverse situations, requests/queries from call centre operatives (and graduates) while maintaining a positive, professional and receptive manner.

Contacts

Internal: C&E Manager, Student Records staff, other BU staff, and student ambassadors and staff working as part of DLHE call centre team.

External: Graduates, parents, other relatives/contacts living at graduates address and answering telephone.

NB: The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

All employees have an obligation to be aware of the University's Environmental Policy, Carbon Management Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner.

May 2016



Person Specification

| Post / Job Title: DLHE Call Centre Supervisor | | Post No: | |
|--|--|-----------------------|--|
| Faculty/ Support Service: Student Services/Careers & Employability Date: May 2016 | | | |
| SELECTION CRITERIA | | Essential / Desirable | |
| Knowledge (including experience & qualifications) | | | |
| BU staff member on current payroll | | E | |
| Ability to deal with wide cross section of personnel – general public, staff and students | | E | |
| Experience of developing and implementing new procedures across a diverse range of working processes, ideally gained in a customer service and/or higher education environment | | D | |
| Excellent IT literacy/operations | | E | |
| Understanding of issues of client confidentiality and data protection issues | | D | |
| Experience of supervising a diverse team | | D | |
| Knowledge of switchboard operations | | E | |
| Experience of delivering training to individuals/small groups | | D | |
| Experience in arranging and attending meetings with administration and senior staff | | D | |
| Skills | | | |
| Excellent and proficient IT Skills – Word/Excel/Microsoft Office | | E | |
| Excellent English language skills both oral and written | | E | |
| Telephone Operations | | E | |
| Effective interpersonal skills with ability to prioritise in very challenging circumstances | | E | |
| Appreciation and understanding of situations requiring tact, diplomacy and discretion | | E | |
| Ability to work/prioritise/make decisions effectively under pressure in a team or individually as required | | E | |
| Attributes | | | |
| Good self-presentation and professional manner | | E | |
| Able to work on own initiative | | E | |
| Ability to multi task in a fast moving working environment | | E | |
| Able to work to deadlines | | E | |
| Committed to offering a high level of service excellence | | E | |
| The ability to give instruction and to implement change | | E | |
| Flexibility and commitment | | E | |
| Demonstrates an approachable manner | | E | |
| Adaptable work approach and able to meet the shift working requirements of the role | | E | |