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| **Role title:** | Performance Coach | **Responsible to:** | Operations Manager – Support Services |
| **Division:** | Business Development and Engagement | **Department:** | Direct Sales and Service |
| **Direct Reports and Level:** | No direct reports | **Scope:** | UK, Ireland & International |
| **Scale:** | N/A |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 2 | **Role Family** | Business and Operational Services |

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| **Overall Role Purpose** |
| The Direct Sales and Service division provides excellent contact centre services for members which is trusted, valued and provides fair treatment and outcomes. The purpose of the role is to provide coaching support to the contact centre with the aim of improving knowledge, develop soft skills and support performance of business KPI’s. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational**   * Identify and drive opportunities within the contact centre where additional support and coaching is needed to help improve performance and quality scores. Provide analysis to Senior Management what improvements such opportunities have drove on overall performance and quality scores. * Facilitate levelling and calibration sessions between the Team Leaders to enable the sharing of best practice and achieve a consistent approach to performance management. Build stake holder relationships to drive engagement, participation and attendance to such sessions. * Take proactive actions to drive and improve performance and the tracking of all performance management within the contact centre. * Provide regular updates to senior management regarding the coaching, support and performance management taking place within the contact centre. * Support Team Leaders to drive effective performance management within their teams, appropriately challenging Team Leaders on performance, actions taken or needed to be taken and the tracking of such performance management. Identify and provide coaching support needed at Team Leader level. | * Successful delivery of performance KPI’s vs plan * Live tracking of all performance management and coaching plans |
| **Financial**   * Facilitate performance conversations and provide coaching support to Team Leaders, to increase efficiency and support KPI’s and SLA’s | * Performance vs Budget plan, delivering to or under set budgets. |
| **Member**   * Use the responses received from Member satisfaction surveys to identify and drive coaching and training needs within the contact centre. * Complete monthly call listening activity, at random, to ensure effective Member conversations are taking place, whilst offering quality service to our Members. Provide feedback where necessary and drive improvements where identified. | * NPS and Survey Results * Reduction in detractor scores and increase in promoter scores |
| **People**   * Provide additional one on one coaching and support to individuals who have been identified as needing such support or who are being performance managed * Create and facilitate coaching workshops across the contact centre, driving the improvement of skills and knowledge of our people. | * Employee Engagement results * Successful delivery of coaching workshops |
| **Risk**   * Provide additional coaching and support to the contact centre to ensure business change is embedded and right outcomes are delivered first time. Complete call listening to ensure correct policy and procedures are followed when change is implemented. * Keep an up to date tracker of all performance management within the contact centre, providing regular updates to Senior Management on agreed actions and time frames. | * Successful tracking of all performance management and action plans * Results from KPMG and internal risk audits |

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| **Responsibilities (RACI)** |
| * Support senior management with the development and coaching of the team leaders, identifying necessary coaching and support needed to improve the quality of coaching and support being offered to the contact centre. * Provide support to increase overall performance and capability of the contact centre, increasing productivity and improving overall Member journey. * Build strong working relationships with the Team leaders to ensure effective performance conversations are taking place, challenging Team Leaders when actions and coaching is not been followed up or embedded. * Support and improve the Speed To Competency of all new starters and advisers progressing between the different tiers of the career path. Track STC performance, providing updates to Senior Management and stakeholders to whether improvements are made. * Work closely with BI analytics and reporting to understand any challenges within the contact centre. Identify and drive any additional support, coaching or performance management needed to overcome such challenges. * Work closely with Talent and Development to raise any training needs identified through performance conversations. * Identify and drive new ways of working that support the improvement of performance, increase the quality of Member conversations and simplify the way of working for our people. |

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| **Key Governance Responsibilities** |
| None |

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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability in Self and Others | Leading Self |
| Influencing Others | Leading Self |
| Collaborating for Results | Leading Self |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking | Leading Self |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Knowledge of different MS Office tools * Knowledge of Contact Centre performance KPI’s * Understanding of customer journey’s within contact centres. | * Strong organisational and time management skills * Technically minded and business focused * Strong communication skills with the ability to communicate across all levels. * Willingness to learn new technologies and apply benefits from those technologies | * Previous experience delivering coaching and feedback * Experience working in a contact centre environment * Use of marking frameworks or question sets to assess quality * Stakeholder management and relationship building * Previous experience dealing with challenging conversations |
| **Desirable** | * Knowledge in best practice of facilitation and delivering coaching workshops | * Analytical and presentation skills | * Previous experience working in a FCA regulated organisation * Experience facilitating and delivering coaching workshops |