

Role	Need to Do	Need To Know	Need to Be
<p><b>Role Purpose:</b> To lead a team of multi skilled specialists across inbound and outbound channels within a Contact Centre to achieve exceptional levels of performance and behaviours, in line with RAC's values and culture. Support and develop leadership qualities in contact centre Seniors to support talent progression while supporting the ongoing career progression of the whole team and centre.</p> <p><b>Role Dimension:</b> <b>Financial:</b> KPI responsibility for acquisition, service and retention of members and operational standards for quality and compliance, as set by the business.</p> <p><b>Non-Financial:</b> Lead a team of contact centre colleagues to meet operational targets. Working hours will be shifts that cover opening hours of centre including weekends, evenings and bank holidays.</p> <p><b>Reports to:</b> Head of Sales Operations</p> <p><b>Relationships:</b> <b>Internal:</b></p>	<p><b>Key Deliverables:</b></p> <ul style="list-style-type: none"> <li>To deliver Exceptional Service to our customers through up to date regulatory compliance and knowledge including but not limited to FCA, IDD and GDPR, ensuring we have the customer at the heart of everything we do.</li> <li>To implement operational standards in line with RAC values and ensure the effective management of individuals to meet and exceed commercial objectives.</li> </ul> <p><b>Regulatory:</b></p> <ul style="list-style-type: none"> <li>Ensure personal, team and departmental completion of annual regulatory Essential Learning and ongoing CPD to ensure clarity and knowledge of personal responsibility to demonstrate compliance.</li> <li>Ensure products and services are sold/renewed in a compliant manner, that we treat our customers fairly and that regulatory feedback is actioned in a timely manner ensuring potential detriment is minimal and mitigated.</li> </ul> <p><b>KPI's:</b></p> <ul style="list-style-type: none"> <li>Key Performance Indicators for acquiring and retaining customers through adherence to Brilliant Basics metrics in line with contact centre targets.</li> <li>Consistent achievement of personal and departmental performance metrics in line with operational targets.</li> </ul> <p><b>Customer Service:</b></p> <ul style="list-style-type: none"> <li>Deliver a customer centric culture within your team and department through effective handling of new and existing customers requests, taking ownership of resolution at first point of contact.</li> </ul> <p><b>People Focus:</b></p> <ul style="list-style-type: none"> <li>Inspire, coach and motivate colleagues to ensure they are engaged with RAC values and put the customer at the heart of everything they do.</li> <li>Set a high support, high expectation culture within your team and department, leading by example and driving performance through effective coaching and formal management processes.</li> <li>Ensure all colleagues have regular performance reviews and 121s, highlighting any decline in performance and setting SMART objectives to improve performance, morale, capability and confidence.</li> <li>Be proactive in making suggestions to improve processes that support colleague's development and overall competence</li> <li>Ensure that all employment relations and performance cases within your team and across the Centre are handled with skill, pragmatism and in line with process</li> </ul> <p><b>Personal Development:</b></p>	<p><b>Skills/Knowledge/Experience:</b></p> <p>Experience of a Sales Contact Centre environment, within a fast paced, high volume/profile consumer services brand.</p> <p>Experience of leading teams in a multi-functional Contact Centre across both inbound and outbound to achieve business performance targets across a multi-product portfolio and metrics.</p> <p>Proven track record of coaching and developing individuals to drive performance improvements across a range of business and people metrics. A strong people leader with the ability to adapt your coaching or management style to individuals to get the best results from your team.</p> <p>Experience of developing people through different engagement initiatives to deliver stretching objectives.</p> <p>Ability to communicate effectively with all levels of stakeholders.</p> <p>Proven successful coach with a broad knowledge of</p>	<p><b>Core Competencies:</b></p> <ul style="list-style-type: none"> <li>Achievement Drive (L3)</li> <li>Commercial Awareness (L3)</li> <li>Customer Focus (L3)</li> <li>Developing Self and Others(L3)</li> <li>Interpersonal &amp; Influencing(L3)</li> <li>Leadership (L3)</li> <li>Team Working(L3)</li> </ul> <p><b>Need to exhibit behaviours consistent with RAC core values:</b></p> <ul style="list-style-type: none"> <li><b>Handle it Together</b> – We work as one team; showing trust, respect, fairness and integrity</li> <li><b>Exceptional Service</b> – we deliver excellent results and service, every time</li> <li><b>Raise the Bar</b> – We always look for new ways to be even better</li> </ul>

<p>Build strong relationships with all internal support functions including: Real Time; Quality Assurance; Customer Care; Planning &amp; Forecasting; Adherence Manager; Training and HR</p> <p><b>External:</b> RAC Customers</p>	<ul style="list-style-type: none"> <li>• Bring to life the RAC values in everything you do and take responsibility and accountability for your own standards of performance and attendance.</li> <li>• Maintain an ongoing Personal Development Plan ensuring you are taking accountability for your own learning and development.</li> <li>• Maintain excellent RAC product and services knowledge and awareness of our existing and emerging competitors.</li> <li>• Demonstration of correct process when requesting time off and following the correct process for reporting absence and lateness in order for the business to have the required staffing levels.</li> <li>• Act as a deputy for your peers and management team as required.</li> </ul>	<p>coaching techniques and styles to increase sales and service performance</p> <p><b>Qualifications/FCA:</b></p> <p>Good working knowledge of regulatory and compliance procedure</p> <p>Minimum of 7 GCSE's (A*-C) or equivalent, to include Maths and English.</p> <p>Minimum of 2 'A' Levels (A-C) or equivalent.</p>	<ul style="list-style-type: none"> <li>• <b>O</b>wn It – We are empowered to take action</li> </ul>
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