

JOB DESCRIPTION

Group Leader AskOtago



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| ROLE TITLE | Group Leader AskOtago |
| SECTION/DIVISION: | Shared Services Division, AskOtago Contact Centre |
| REPORTS TO: | Senior Manager AskOtago |
| DIRECT REPORTS (FTE): | 40 (approx.) spread flexibly across two Group Leader roles |
| INDIRECT REPORTS (FTE): | Student IT support services staff |
| PRIMARY PURPOSE OF THE ROLE: | <p>Manage and supervise the AskOtago contact centre operations, providing exemplary customer service and putting the customer experience at the centre of all activity. To provide a high quality customer experience and timely, convenient, accurate and consistent information and assistance on a wide range of matters to students, staff, customers and other stakeholders.</p> <p>The position ensures the effective and efficient operation of 7 days a week contact centre services with the aim to resolve customer enquiries efficiently, with first point of contact resolution wherever possible. A strong customer service focus is critical to success in this role.</p> |
| ACCOUNTABILITIES: | <p>Manage and supervise any of the following activities associated with AskOtago including frontline customer services activity, walk-in enquiries, inbound enquiries and complaints from all channels (e.g. telephone, face to face, chat and email/web form), outbound campaigns, provision of reception services to specified areas and first level student IT support services.</p> <p>Manage the day-to-day work activities of the team, including staff rosters, timelines and expected customer experience. Prioritise and flexibly deploy resources across the contact centre to ensure appropriate coverage during activity high/low points. Monitor the enquiry distribution process, manage service queues, and identify service gaps and new/emerging issues or trends.</p> <p>Working with AskOtago colleagues and the Coach Performance & Delivery create a high performance, customer centric work environment. Ensuring customer satisfaction is a priority; with staff delivering a high quality customer experience, in a professional, friendly and helpful manner.</p> <p>Implement, communicate and monitor clear service delivery standards and performance measures. Review all feedback channels regularly to gauge customer experience and service quality.</p> <p>Actively manage the system(s) for logging, monitoring and resolving enquiries. Proactively seek out ways to improve and provide an integrated customer experience, including the promotion of self service facilities and other resources that enhance customer interactions where possible ensure services are provided at first point of contact.</p> <p>Act as the escalation point for serious events, customer complaints and highly complex enquiries, and media enquiries. Follow procedures and take action to appropriately problem solve, resolve or refer as most appropriate. Monitor resolution activity and keep customers apprised of progress. Handle all matters sensitively, courteously and responsively.</p> <p>Ensure the AskOtago staff understand and operate in compliance with privacy requirements and legislative obligations. Ensure contact centre activity is operationally compliant, and confidentiality, privacy and integrity of information is not compromised.</p> <p>As an AskOtago subject matter expert, keep up to date with information and knowledge required to deliver high quality customer service. Develop, apply and</p> |

maintain specialist knowledge in a wide range of University services and associated processes and procedures.

Work with the Knowledgebase Administrator to manage the currency and validity of Knowledgebase reference materials and ensure it is accessible to team members.

Be visible and participative in the contact centre activities, regularly undertake duties and activities performed by the AskOtago team.

In collaboration with the Performance & Delivery Unit and HR Training & Development, coach and mentor staff to ensure the delivery of optimal levels of service to customers. Contribute to training material development, implementation and maintenance and individual and team capability development and performance assessment.

Seek new opportunities for enhancing the AskOtago services through collaboration with peers and Shared Services managers, academic and service divisions and other stakeholders. Seek to leverage resourcing and collective knowledge, develop service consistency and increase the percentage of requests resolved at first point of contact.

Ensure contact centre operations are within approved budgets and contribute to AskOtago strategic and business planning processes by providing operational insights.

Perform Departmental Health & Safety Officer (DHSO), first aid and/or fire warden duties (if required); and ensure reasonably practicable steps are taken to create a safe and healthy work environment.

KEY RELATIONSHIPS:

Internal

Students and staff
Advisory and operational support services
HR Training & Development team Performance & Delivery Unit
Other Shared Services staff

External

Prospective students, whanau, alumni, parents
Members of the public
Otago University Students Association (OUSA)
External organisations such as StudyLink

QUALIFICATIONS & EXPERIENCE:

Essential

Qualification or equivalent body of knowledge appropriate to the role.
5+ years' working in a busy and complex administration, frontline operational or high volume contact centre role where high levels of customer service delivery are expected.
3+ years' supervising the delivery of high quality work outputs and team performance.

Preferred

Tertiary qualification.
Proven experience managing teams in the provision of diverse contact centre services.
Experience in developing and reporting against metrics and targets.
Tertiary education experience in delivery of service/administration operations.
Proven experience in coaching and training staff.

TECHNICAL SKILLS AND KNOWLEDGE:

Essential

Proficiency in the Microsoft suite of programmes; well-developed keyboard and word-processing skills.
Proven experience of learning new systems, software and procedures quickly.

Preferred

Experience and understanding of university related information systems.
Experience using a Customer Relationship Management (CRM) system.

SPECIAL REQUIREMENTS:

Contribute as part of a network of Shared Services staff, to provide suitable coverage during periods of leave and peak period activities.

Annual leave may not be approved from 1 Dec to mid-March due to peak period activity.

Regular on-call support will be required on a rostered basis.

May be required to perform duties at different workplaces or locations across the Campus.

DIRECT BUDGET ACCOUNTABILITY:

Budgetary responsibility as directed by the Manager AskOtago.

HEALTH AND SAFETY:

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

CAPABILITY FRAMEWORK:

| Capability Group | Capability Name | Level |
|-----------------------------|--------------------------------|--------------|
| ENGAGE | Communicate Effectively | Adept |
| | Commit to Customer Service | Adept |
| | Work Collaboratively | Adept |
| | Influence and Negotiate | Adept |
| ENABLE | Deliver Results | Adept |
| | Plan and Prioritise | Intermediate |
| | Think and Solve Problems | Adept |
| | Demonstrate Accountability | Adept |
| PERSONAL ATTRIBUTES | Display Resilience and Courage | Adept |
| | Act with Integrity | Adept |
| | Manage Self | Adept |
| | Value Diversity | Adept |
| PEOPLE MANAGEMENT | Manage and Develop Capability | Intermediate |
| | Inspire Direction and Purpose | Intermediate |
| | Optimise Work Outcomes | Intermediate |
| | Change and Innovation | Intermediate |
| LANGUAGE AND CULTURE | Te Reo | Intermediate |
| | Tikanga Māori | Intermediate |

CAPABILITY FRAMEWORK DESCRIPTORS

Group Leader AskOtago



| Communicate Effectively | Commit to Customer Service | Work Collaboratively | Influence and Negotiate |
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| <i>Communicate clearly, actively listen to others and respond with respect</i> | <i>Provide customer centric services in-line with the University's and organisational objectives</i> | <i>Collaborate with others and value their contribution</i> | <i>Gain consensus and commitment from others and resolve issues and conflicts</i> |
| ADEPT | ADEPT | INTERMEDIATE | INTERMEDIATE |
| <p>Tailor communication to the audience</p> <p>Clearly explain complex concepts and arguments to individuals and groups</p> <p>Actively listen to others and clarify own understanding. Create opportunities for others to be heard</p> <p>Write fluently in a range of styles and formats. Prepare written material that is well structured and easy to follow by the intended audience</p> | <p>Take responsibility for delivering high quality customer-focused services</p> <p>Understand customer perspectives and ensure responsiveness to their needs</p> <p>Identify customer service needs and implement solutions</p> <p>Find opportunities to connect and co-operate with internal and external parties to improve outcomes for customers</p> <p>Maintain good relationships with key customers in area of expertise</p> | <p>Build a supportive and co-operative team environment</p> <p>Share information and learning across teams. Support others in challenging work situations</p> <p>Acknowledge outcomes which were achieved by effective collaboration</p> <p>Engage other teams or work units to share information and solve issues and problems jointly</p> | <p>Utilise facts, knowledge and experience to support recommendations</p> <p>Work towards positive and mutually satisfactory outcomes</p> <p>Identify and resolve issues in discussion with other staff and stakeholders</p> <p>Identify others' concerns and expectations</p> <p>Keep discussion focused on the key issues</p> |



| Deliver Results | Plan and Prioritise | Think and Solve Problems | Demonstrate Accountability |
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| <i>Achieve results through efficient use of resources and a commitment to quality outcomes</i> | <i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i> | <i>Think, analyse and consider the broader context to develop practical solutions</i> | <i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i> |
| ADEPT | INTERMEDIATE | ADEPT | ADEPT |
| <p>Take responsibility for delivering on intended outcomes. Use own expertise and seek others' expertise to achieve work outcomes</p> <p>Ensure team/work unit staff understand expected goals and acknowledge success</p> <p>Identify resource needs and ensure goals are achieved within budget and deadlines</p> <p>Identify changed priorities and ensure allocation of resources meets new organisational needs. Ensure financial implications of changed priorities are explicit and budgeted</p> | <p>Understand the team/work unit objectives and align operational activities accordingly</p> <p>Initiate and develop goals and team plans and use feedback to inform future planning</p> <p>Respond proactively and with initiative to changing circumstances and adjust plans and schedules when necessary</p> <p>Ensure current work plans and activities are consistent with organisational change initiatives</p> | <p>Research and analyse information, identify interrelationships and make relevant evidence based recommendations</p> <p>Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options</p> <p>Participate in and contribute to team/work unit initiatives to resolve common issues or barriers to effectiveness</p> <p>Identify and share organisational process improvements to enhance effectiveness</p> | <p>Ensure that actions of self and others are focused on achieving organisational outcomes</p> <p>Assess work outcomes and identify and share learnings to inform future actions. Exercise delegations responsibly</p> <p>Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks</p> <p>Understand and exercise integrity and due diligence with budgets, University monies and other resources</p> |



PERSONAL ATTRIBUTES

| Display Resilience and Courage | Act with Integrity | Manage Self | Value Diversity |
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| <i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i> | <i>Be ethical and professional and act in keeping with the University's values</i> | <i>Show drive and motivation, a measured approach and a commitment to learning</i> | <i>Show respect for diverse backgrounds, experience and perspectives</i> |
| ADEPT | ADEPT | INTERMEDIATE | INTERMEDIATE |
| <p>Be flexible, show initiative and respond quickly when situations change</p> <p>Give constructive and honest feedback and advice using appropriate manner and tone</p> <p>Listen when ideas are challenged, seek to understand the nature of the challenge and respond constructively</p> <p>Raise and work through challenging issues and seek alternatives</p> <p>Keep control of own emotions and stay calm under pressure and in challenging situations</p> | <p>Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism within the team/work unit</p> <p>Set an example for others to follow and identify and explain ethical issues pertaining to work activity. Ensure others clearly understand the legislation and policy framework within which they operate</p> <p>Act to prevent and report misconduct and inappropriate behaviour</p> | <p>Be willing to develop and apply new skills and adapt existing skills to new situations</p> <p>Show commitment to achieving work goals effectively</p> <p>Show awareness of own strengths and areas for growth and seek and respond positively to constructive feedback and guidance</p> <p>Demonstrate a motivated attitude to work activities and maintain own motivation when tasks become difficult</p> | <p>Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints</p> <p>Seek input from others who may have different perspectives and needs</p> <p>Adapt and respond positively in diverse environments</p> |



PEOPLE MANAGEMENT

| Manage and Develop Capability | Inspire Direction and Purpose | Optimise Work Outcomes | Change and Innovation |
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| <i>Engage and motivate staff and develop capability and potential in others</i> | <i>Communicate goals, priorities and vision and recognise achievements</i> | <i>Manage resources effectively and apply sound workforce planning principles</i> | <i>Support, promote and champion change, and assist others to engage with change</i> |
| INTERMEDIATE | INTERMEDIATE | INTERMEDIATE | INTERMEDIATE |
| <p>Ensure that roles and responsibilities are clearly communicated</p> <p>Develop team capability and recognise and develop potential in people</p> <p>Be constructive and build on strengths when giving feedback</p> <p>Identify and act on opportunities to provide coaching and mentoring</p> <p>Recognise performance issues that need to be addressed and work towards resolution of issues</p> | <p>Assist team to understand organisational direction and explain the reasons behind decisions</p> <p>Ensure the team/work unit objectives lead to the achievement of outcomes that align with organisational strategy, policies and services</p> <p>Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks</p> <p>Recognise and acknowledge individual and team performance</p> | <p>Develop team/work unit plans that take into account team capability and strengths</p> <p>Plan and monitor resource allocation effectively to achieve team/work unit objectives</p> <p>Ensure team members work with a good understanding of work principles as they apply to the work area</p> <p>Participate in wider work unit workforce planning to ensure the availability of capable resources</p> | <p>Promote change processes and communicate change initiatives across the team/unit</p> <p>Accommodate changing priorities and respond flexibly to uncertainty and ambiguity</p> <p>Support others in managing uncertainty and change</p> |



| Te Reo | Tikanga Māori |
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| <i>Develop understanding and use of te reo Māori (Māori language)</i> | <i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the work place</i> |
| INTERMEDIATE | INTERMEDIATE |
| <p>Demonstrate use of te reo Māori words and phrases in appropriate work place settings</p> <p>Has prepared and can communicate accurately own mihi if required in the work place context</p> <p>Take part in opportunities to practice and extend own language capability</p> | <p>Understand the University's Māori Strategic Framework and incorporate its principles appropriately in work place activities</p> <p>Demonstrate an appropriate workplace understanding and awareness of tikanga Māori</p> <p>Has knowledge of the Articles and Principles of Te Tiriti o Waitangi</p> <p>Take part in opportunities to extend own understanding and awareness of tikanga Māori and Te Tiriti o Waitangi</p> |