

Role Profile

Role Title: Customer support coach

Business Area: Housing

Department/Team: Contact centre

Reports to: Team Coach

Direct Reports: None

Created/Reviewed date: October 2023

Role Purpose

To deliver effective and engaging induction and skills training to the Contact centre and colleagues across the business. Creating a positive employee experience, and making the Contact centre a great place to work. Establishing and developing effective relationships with external and internal colleagues and stakeholders across the business. Working to the Contact centre key priorities and supporting the team with change.

Key Accountabilities

- Plays a part in key projects relating to IT transformation, including systems testing and feedback, shaping changes to systems, and then delivering training on changes.
- Supporting the delivery of change programmes as identified through The Customer modernisation programme.
- Work in partnership with Contact centre leaders and wider teams to ensure training needs and change is supported, to meet demand and objectives, embedding values and culture.
- Organise and facilitate, inductions programmes, focus groups, upskill training, testing knowledge of the training delivered.
- Conduct coaching conversations to support learning, based on performance observations, and having difficult conversations when required, documenting action plans.
- Reviewing effectiveness of training after delivery, auditing conversations, correct systems and Service now/knowledge base usage. Providing constructive feedback and coaching.
- Work with internal and external stakeholders to build knowledge feeding this into training programmes.
- Carry out administrative tasks as appropriate, such as setting up new IT equipment and new users profiles, testing all before training commences.
- Delivering training to other departments when required to do so, to support recruitment, and change.
- Updating Service now/Knowledgebase with updates to procedures.
- Complete observations on Training assistants coaching providing feedback on their performance.

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Education and Qualifications

- Relevant CIPD or Learning and Development qualifications (desirable)
- Proven experience in training and coaching delivery
- Effective organisational and time management skills
- Ability to adapt to business change positively, staying up to date with changes.
- Demonstrable experience in building effective and collaborative relationships with the ability to inspire confidence and respect with all stakeholder groups
- Proven experience of coaching and influencing colleagues to include senior stakeholders
- Self motivated to train and coach all types of people in a changing environment.
- Has energy and resilience to keep going when demand is high and changeable.
- Has good attention to detail.

This role profile is intended as a guide and is not an exhaustive list of the duties and responsibilities of this role. Such duties may vary from time to time without changing the general character of the role or the level of responsibility entailed.