

## Job Description

<b>Job Title:</b>	<b>Head of Helpline Services</b>
<b>Department:</b>	Operations
<b>Reports to:</b>	Director of Operations
<b>Location:</b>	Head Office, Hammersmith
<b>Purpose of the Role:</b>	Lead the planning, development, account management and evaluation of the Turn2us helpline service, delivered by a third party provider, for the charity.

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### Key Responsibilities and Accountabilities:

1. Lead, plan, develop, account manager and evaluate the Turn2us multi-channelled helpline service, delivered by a third party provider
2. Co-ordinate with other bodies to ensure effective partnership working
3. Contribute to the planning, development and growth of Turn2us services.

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#### 1. **Lead, plan, develop account manage and evaluate the Turn2us multi-channelled helpline, delivered by a third party provider.**

- Lead, plan, refine and develop the Turn2us helpline service, ensuring the service meets the needs of individuals requiring support and the charity's strategic objectives
- Manage the Turn2us helpline provider, ensuring the service is contract compliant, gives excellent evidence based quality against measurable targets; and has in place effective systems, processes, policies and procedures to maximum impact and positive outcomes for individuals using the service
- Work collaboratively with the Turn2us Head of Digital Services to ensure the website and knowledge base fully meets the requirements of the helpline service and that we provide the right channel of service for people
- Work with Customer Insight to lead on the monitoring and evaluation of the helpline service ensuring outcomes can be evidenced
- Refine, develop and analyse service data and customer feedback to prioritise, initiate and coordinate improvements and developments within the helpline service
- Scope, produce and implement helpline plans and ensure achievement of all objectives and activities, within agreed resources
- Produce and present, to a range of audiences, concise reports, budgets and information on the helpline services
- Lead and manage the planning on the helpline's communications strategy to key audiences, working with colleagues from the Communications Team
- Track and report on achievement of agreed targets as set out in the Operations Plan
- Monitor day-to-day income and expenditure relating to the work
- Ensure timely reporting to the Director on progress towards outputs and outcomes
- Ensure all activities are delivered on schedule and in line with regulations (e.g. Data Protection), good practice guidelines and policies and principles
- Contribute to the re-tendering of the helpline contract.

## **2. Co-ordinate with other bodies to ensure effective partnership working**

- Liaise and develop collaborative working with key stakeholders to ensure the effective delivery of Turn2us helpline services; including working with other national helplines, advice agencies, local authorities, relevant government departments, private and third sector organisations.
- To be the main point of contact for the helpline provider, internal stakeholders, and partner organisations, including responsibility for ensuring issues arising are resolved in a timely and effective manner.

## **3. Contribute to the planning, development and growth of Turn2us services**

- Support the Director in the planning, development and growth of Turn2us services
- Work with colleagues to support the development and delivery of income generating opportunities, as these arise.
- Participate in PR work, as required, including media interviews and represent Turn2us at key conferences, workshops and meetings.

These are the normal duties, which the Charity requires from the position. However, it is necessary for all staff to be flexible and all employees will be required from time to time to perform other duties as may be required by the Charity for the efficient running of the charity. This Job Description is non-contractual. It will be reviewed from time to time and may be subject to change. The post holder will be expected to ensure that their work complies with contractual terms and conditions, the Charity's policies and procedures and key legislation, such as data protection and charity law.

## Person Specification

### Education:

**Necessary:** Degree level or equivalent

### Skills:

**Necessary:** Proven project management skills  
Excellent analytical and numeracy skills with the ability to interpret Contact Centre data accurately and concisely in easily readable materials and reports  
Excellent written and verbal communication skills, with an ability to communicate with confidence to a wide range of individuals and audiences  
Interpersonal skills and the ability to build effective working relationships  
Excellent internal and external stakeholder management skills  
IT skills including Outlook, Word, Excel, Microsoft Project and PowerPoint

**Desirable:** PRINCE2 Foundation / Practitioners or Agile

### Knowledge:

**Necessary:** Multi-channelled contact centre operations and best practice

### Experience:

**General:** Planning, measuring and delivering customer service improvements  
Proven experience of managing multiple projects  
Managing annual expenditure budget of £500,000 +

**Specialist:** Leading the planning and account management of helpline services  
Contributing to tendering service contracts, including scoping, specification writing and assessments  
Commissioning and managing suppliers  
Implementing high quality services targeting the public

### Personal Attributes:

Highly motivated with an ability to work on own initiative and work proactively  
A positive approach to problem solving  
A team player, supportive of and interested in colleagues and key stakeholders  
A commitment to high standards of work and customer care  
The post holder will need to travel to meetings across the UK and travel regularly to the Turn2us helpline.