



Job Title	Call Centre Duty Manager
Reports To	Team Manager / Development Manager
Department	Call Centre

Job Holder Name Grade
Special details

Date Completed Completed by	01/02/2017 Martin Cundy
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Role Profile

Overview/Purpose

The purpose of the role is to oversee and help manage the inbound activity within Angel. Responsible for the development and performance of inbound campaigns and provide leadership of the team towards achieving targets & goals. Responsible for team training and skill set development.

Accountabilities

- Daily Management of Call Volumes in the absence of the Team Manager.
- Adhere to set targets on answer rate & utilisation.
- Daily management of agents.
- Provide proactive feedback & information to the client management team
- Agent monitoring to help achieve targets and goals.
- Setting agent targets.
- Complete administrative and reporting tasks.
- Agent training and development.

- Monitoring of campaign targets.
- Assist with the management of the outbound team.
- Will ensure that standards of the call centre are maintained at all times and that staff are adhering to policies.
- Monitor & report errors to critical IT systems.
- You will be required to undertake such duties and responsibilities as may be determined by the Company from time to time, according to the needs of the Company's business, including but not limited to those set out in this document. The Company reserves the right to vary your duties and responsibilities, and update this job description, at any time and may require you to undertake additional or other duties as are necessary to meet the needs of the business.