

1. JOB SPECIFICS

Job Title:	Dialler Operations Manger
Reports to:	Managing Director - Sales
Location:	Slough
Department:	Sales

2. ABOUT THE ROLE

What will you be doing?	<p>QA is focussed on growing its customer base, so are looking for a passionate, inspiring leader to plan, build, deliver and spearhead a new sales team and customer management approach to win new clients and grow revenues.</p> <p>As a business, we are passionate about Learning and Talent – it’s in our DNA; we exist to give our learners new skills to grow and develop their careers: this role brings that passion in-house as we offer the chance to build and lead a new function to deliver our Learning and Talent management services to a new audience in the UK market.</p> <p>We are investing in call centre technologies, automated contact and channel management strategies to enable the delivery of great customer experience from their first touch point - QA New Business Sales - using a data driven approach, and deploying a variety of channels and approaches (phone, email, web/live chat, video, social etc). The management of these implementation s and delivery of best in class approaches , alongside the delivery of new sales, will be fundamental. This will be an all new function, and it ’s all to play for.</p> <p>We are looking for someone who has experience of working within a fast paced growing environment managing dialler functionality including blended, inbound and outbound campaigns, SMS and E-mail.</p>
Key Responsibilities	<ul style="list-style-type: none"> • Define data and dialling strategies within the dialler, to maximise efficiency and ensure all data dialled and outputs maximised. All call campaigns, rules and operations effectively documented. • Design, execute and maintain code for dialler to ensure dialling strategies and business designs implemented. Ensure code and change management records are upheld. • Monitor agent stats to drive productivity, allowing single interface of CRM/dialler for operational efficiency • Create data tracking mechanisms, along with IT, Finance and Sales Operations, to ensure all data logged and tracked through entire lifecycle, allowing 100% status reporting across the book • Ensure CRM data capture complete and quality standards

	<p>upheld to ensure data quality from dialling operation through into full lifecycle management</p> <ul style="list-style-type: none"> • Enable diary management for sales agents, to optimise sales time and revenue creation, linking lifecycle status with marketing automation tools to ensure accurate information follow up after each QA contact. Dialler / telephony reporting to enable 100% of time to be tracked across the operation. • Enable additional messaging systems (email, text) to engage prospects outside of sales calls, sharing information, confirming / reminding appointment with sales etc. • Expand team enables transfer of some responsibilities and expansion of dialling capability. Control, change management and campaign record / management key. • Drive continuous improvement through sales operation and ensure seamless addition of new campaigns and capabilities (cold, sales, learning, apprenticeships) • Should lead and inspire team to be collaborative partners with the business to drive optimum results for QA and its customers.
KPIs & SLAs	<ul style="list-style-type: none"> • Campaign delivers over and above expected revenue • AHT? • First right time/agent productivity
Key Working Relationships	<ul style="list-style-type: none"> • Exco • Technology • Finance • Bid team • Sales, presales and Operations • Managed Learning Services ('MLS') delivery team

3. About You	
Skills & Abilities	<p>As an inspiring, passionate self-starter, you will have the ability to influence change and drive excellent commercial results through a motivated, engaged team. Specifically, you will demonstrate:</p> <ul style="list-style-type: none"> • Proven tactical and strategic decision making and problem solving abilities • Strong communication skills • Technical skills in workforce management and planning tools • Advanced excel and business objectives skills • Proficient with contact centre metrics and behaviours • Proven track record in leading and winning major Call Centre sales teams, inspiring teams and delivering through others • Demonstrated success in launching & executing of Sales Programmes with external service providers and partners. • Proven track record – e.g. dialler, telephony systems (including progressive and predictive), CRM etc. You stay abreast of new technologies and practices. Candidate should have excellent written and verbal communications skills as well as good listening and strong presentation skills. They

	<p>should be able to make the complex easy and explain to all levels of the organization.</p> <ul style="list-style-type: none"> • Strong team player with ability to lead a multi-functional virtual team and collaborate across the organization. • Excellent financial knowledge and experience of managing a £?K budget. • Competent and confident working under pressure and, at times, working to very short deadlines ; • Able to manage complex and multi-work stream opportunities; • Recognise the need to work flexibly to meet deadlines ; • Proficient using MS Outlook, Word, Excel and PowerPoint ; • Strong analytical acumen, able to distil the ‘so what’ from data, and translate to actionable plans to drive performance ; • A pro-active approach, using initiative and taking responsibility for own actions.
<p>Your Experience</p>	<ul style="list-style-type: none"> • Proven experience of leading a sales led Call Centre operation with experience of managing an operation through periods of significant growth or change. • Extensive demonstrable experience in sales in a leadership role. • Experience in deploying and operating click to call, progressive and predictive dialing technologies • Proven track record in leading and winning major Call Centre sales opportunities. • Demonstrated success in launching & executing of Sales Programs with Channel partners. • Experience of assessing requirements and creating coordinated responses; • Proven experience in driving continuous improvement in standards, operations, outcomes and commercial results
<p>Your Knowledge</p>	<ul style="list-style-type: none"> • Proficient in Microsoft Excel • PowerPoint • Analytical and logical approach • Articulate with the ability to communicate at all levels • Strong attention to detail and can work to strict deadlines
<p>Your Qualifications</p>	<p>Qualified to degree level in an appropriate subject.</p>
<p>What you’ll bring to QA</p>	<ul style="list-style-type: none"> • Ability to influence change • Strong team-player, with the ability to motivate others (not under direct control) and engender high performing behaviours and results • Ability to work under pressure with challenging deadlines, multiple stakeholders and opinions • Credibility and ability to coach, challenge and influence the most senior stakeholders within the firm ; • Excellent oral and written communication skills, with ability to present complex and challenging messages skilfully ; • The ability to simplify complex content/ideas into clear, persuasive language; • Strong organisational and project management skills ; • Effective challenging and negotiation ; • Impactful, resourceful, persistent and determined



JOB DESCRIPTION

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4. ABOUT QA	
About us	<p>We shape the next generation of technologists, leaders and innovators. By powering potential – the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.</p> <p>Why we do learning</p> <p>For over 30 years, we’ve worked in technology – where the impact of great learning is changing the world.</p> <p>A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries – they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes.</p> <p>Driving this revolution? People.</p> <p>And this is where we come in.</p> <p>People advancing their knowledge in technology – to enrich society – build a new culture – better how we live our lives, and how we work together.</p> <p>People are learning to use technology to drive phenomenal change. This is our passion – powering their potential.</p>
We promise to be	<p>Bold</p> <ul style="list-style-type: none"> ○ Ambition is great. We set ambitious targets – holding ourselves and others to ever-higher standards. ○ We contribute (insightfully) to the debate inside and outside QA. ○ We move. Quickly. We respond to your needs – fast. <p>Collaborative</p> <ul style="list-style-type: none"> ○ We spend time getting to know you – our learners and our customers – to earn your trust. ○ We connect a solution to your problem – we have tonnes of different services to help you. ○ We’re the positive person who actively gets stuck in to solving problems. <p>Progressive</p> <ul style="list-style-type: none"> ○ We embrace change – and support it. ○ We challenge ourselves to use the latest technologies and methods – no matter how out there. ○ We’re curious – about what you do, about what the person next to you does, about our customers and our learners.

<p>What's on offer?</p> <p>[please adjust according to the specific benefits offered for this position]</p>	<p>Learning is not just a service we provide , it's a way of life at QA , and we try to ensure that everyone has the opportunity to take advantage of our huge and varied range of learning and development options, so everyone is eligible for 3 Training Days every year, to focus on subjects they're interested in.</p> <p>We also know that many people like to "give back" and so we offer 2 paid Charity Days each year to support your chosen charity in whatever way you choose. And if you get involved in charity fundraising , QA will also double any sponsorship money raised , up to £250 . This is over and above the charitable activities that we encourage through our annual QA fundraising drives – you can get involved with this as much or as little as you like. We see it as a great way to foster team building too.</p> <p>We all need to take time out to recharge our batteries from time to time and enjoy some down time, so we provide a fairly generous 25 days ' holiday per annum (rising to 28 days after 5 years) – with the option to buy more if you wish.</p> <p>It's important, too, to plan for the future and ensure we are able to maintain the lifestyle we have worked so hard to achieve, once we retire from the hurly burly and slow down to enjoy our later years, so we offer a defined contribution pension plan and will match your contributions up to a maximum of X% of your basic salary.</p> <p>Then there are two of our core benefit offerings, not the most exciting, but we consider it important to ensure everyone has the peace of mind provided by Life Assurance (4x your basic salary) and Permanent Health Insurance (after a qualifying period) in the event that ill health , or worse, disrupts your plans.</p> <p>And finally, a few fringe benefits to assist with travel and lifestyle choices:</p> <ul style="list-style-type: none"> ○ Season ticket loan ○ Corporate gym membership ○ Cycle to work scheme
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