

Job Description: Contact Centre Training Lead

General role information	
Job Title:	Contact Centre Training Lead
Reporting to:	Senior Operations Manager
Salary Band:	D
Notice period:	3 months
Budget Responsibility?	No
Contract type?	Permanent
Direct Reports?	Yes
Client facing role?	No
Key stakeholders – internal?	Yes
Key stakeholders – external?	Yes
About MSI Reproductive Choices	
<p>Only when choice is a reality for each of us, can we create a better, more equal world for everyone. Here at MSI Reproductive Choices UK (MSI UK) we are proud to be a social enterprise that is changing the world for the better, we reinvest and donate our profits towards creating a positive social change across 37 countries globally.</p> <p>As one of the world's leading providers of sexual and reproductive healthcare our aim is simple: to empower clients to make the reproductive choices that are right for them. That is what we mean by client-centred care.</p> <p>At MSI Reproductive Choices UK our client-centred care philosophy means respecting our clients as active partners in their own service, caring about who our clients are, their experiences, and how they feel before, during and after they access care with us.</p> <p>MSI Reproductive Choices is committed to safeguarding: promoting the welfare and safety of everyone involved in the delivery or receipt of sexual and reproductive health services, especially children, young people and vulnerable adults. We are committed to ensuring diversity, and equality for all within our organisation and encourage applicants from diverse backgrounds to apply. We expect all staff and post holders to share our values and commitments.</p>	

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices UK recruitment process, please do so via email to

Resourcinguk@MSIChoices.org

Job Description: Contact Centre Training Lead

The department / team

We are looking for a passionate and committed Contract Centre Training Lead to join our national Contact Centre team.

The role

As Training lead for our Silver Award winning national omni-channel Contact Centre and its associated hubs you will facilitate and foster a culture of continuous learning and development across all areas of the Contact Centre Functions. With over 200 team members, our contact centre encompasses various teams and specialist client care co-ordinators (agents) that cover the omni channels: inbound and outbound calls, emails, live chat, administration team, test results, clinical nurses and safeguarding team.

Working within the Quality Assurance element within the Contact Centre you will be responsible for developing and implementing learning material and programmes, this will include delivering training to our new recruits and upskilling and refreshing all employees.

Key responsibilities

Training Delivery

- Build, design and deliver the full training programme for all roles in the contact centre.
- Deliver training and onboarding sessions for newly hired Contact Centre employees, providing them with a comprehensive understanding of their role requirements and responsibilities. This will include products/services, systems, and customer care best practices. This involves teaching them how to handle customer interactions, use relevant software and tools, and navigate through various scenarios.
- Delivering ongoing training sessions to existing Contact Centre employees to enhance their skills, knowledge and customer service techniques. This will include regular review and feedback to management to help improve the overall performance and meet key performance indicators (KPI's)
- Conduct training sessions through various mediums, such as classroom training, virtual training, or e-learning platforms. Utilising engaging training techniques, such as role-plays, case studies, or interactive exercises, to facilitate effective learning and skill development.
- Collaborating with Contact Centre Management and other stakeholders to identify training needs, gather feedback and align training initiatives with business objectives. Working closely with subject matter experts to ensure training content accuracy and relevance.
- Training Evaluations: Assessing the effectiveness of training programs through evaluation, surveys and performance metrics. Gathering feedback from agents and managers to identify areas of improvement and make necessary adjustments to the training approach.
- Create new training material or amend existing material for delivery both face to face and remotely.
- Focus on the client journey throughout training and ensure all channel shifts are smooth and transition throughout all training delivered.
- Collaborate with the central Learning and Development (L&D) team for delivery of development/training initiatives identified that extend beyond customer delivery/interactions and system training.

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Coaching

- Identify and deliver effective workshops and refresher sessions to support colleagues to develop and grow within their current roles and beyond.
- Ability to deliver content to diverse colleague population, you will possess the ability to recognise the appropriate times and methods for adjusting your coaching style to achieve optimal outcomes.

Quality Assurance

- Directly line manage a team responsible for client interaction auditing to ensure all team members actively engaging with our clients across all platforms are being monitored and evaluated. Evaluating performance through call monitoring, webchat review, assessing their adherence to set service standards, accuracy, and efficiency.
- Line Manage the team who complete call audits/monitoring.
 - Setting of practical objectives and regular performance updates
 - Proactive management of the employee lifecycle i.e., recruitment, induction, absence management, family friendly leave, employee relations, performance management, development plans and leavers.
- Process and System updates: Staying up-to-date with service changes and information, ensuring our knowledge base and all training material is current and correct. Update training content as needed to reflect any changes in procedures and ensure these changes are effectively communicated.

Communication

- Design internal One Call updates and material that can be sent to internal audiences to promote the personal development initiatives and programmes to support employee retention and engagement.
- Through effective communication you will act as an expert consultant to One Call internal stakeholders on the best learning and development methods to meet the needs of our contact centre colleagues requirements.

Continuous Personal Development

- Actively seek to develop personal skills relevant to the Training Lead role, utilising the resources available to you and following the latest trends in learning and development to deliver excellence.
- Maintain a keen understanding of training trends, developments, and best practices.

Key Skills and Experience

To perform this role, it is essential that you have the following skills:

- Ability to work in a diverse and inclusive environment, respecting and collaborating with all individuals equally, and with a commitment to overcome bias and prejudice
- Excellent communication skills and ability to work with diverse stakeholders from all levels of the business
- Ability to work in a fast-paced, changing work environment.
- Self-driven professional, eager to learn and try new approaches and add value to the organisation
- Able to manage expectations of demanding stakeholders
- Exemplary organisational skills – able to multitask and handle conflicting priorities

To perform this role, it is essential that you have the following experience:

- Proven experience with delivering training both face to face and virtually.

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- You will have conceptualised - created - launched - evaluated digital and face to face learning solutions.
- Current knowledge of effective learning and development methods
- Experience of successfully coaching team members and managers
- Experienced in conducting learning needs assessments and diagnosing relevant solutions
- Reporting experience
- Hands on experience coordinating multiple tasks in a corporate setting
- You will have experience of measuring success, including working towards KPI's.
- You are a real team player and have great stakeholder management.
- You will have worked in fast paced environments where the goal posts are constantly moving.

Formal Education/qualification

- Maths & English GCSE or equivalent.
- Evidence of Training Facilitation/Learning & Development accreditation (Desirable)

Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

For this role, we're looking for an individual who is:

- Pro-choice, support and adhere to MSI vision and goals.
- Dynamic, creative individual with the ability to show initiative.
- Team player, providing support and encouragement.
- Organised and process oriented, with an attention to detail and able to prioritise workload.
- Customer focused, responsive to changing priorities and demands.
- Strong communication skills and a team player.
- Ability to analyse complex problems in a structured manner whilst working under pressure.
- Focused on delivery with a 'can do' approach.
- Demonstrates MSI team member behaviours and professional self-development.

Please note that you may also be required to carry out reasonable additional ad-hoc duties, at the request of your line manager.

Signature

By signing below, you indicate that you have read and agree to this job description.

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Full name:	
Signature:	
Date:	

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