

Senior Manager – Consumer Support Services



Job Title	<i>Senior Manager - Consumer Support Services</i>
Award	<i>Social, Community, Home Care and Disability Services Industry Award 2010</i>
Classification	<i>Classification 7</i>
Position Number	<i>TBC</i>

Primary purpose of the role

The Senior Manager Consumer Support Services improves the customer experience by leading the CSS team, ensuring they deliver effective, evidence based asthma education and other consumer centred support services. The role also drives an ongoing effort to find better ways of championing the voice of the consumer to inform strategic decisions.

Key accountabilities

- Drive a change agenda that focuses on putting the consumer/client at the centre
- Measure outcomes delivered through a documented program of consistent metrics- based processes and procedures and identify opportunities for process improvements.
- Champion the research and collection of insights around what consumers and clients need, want and value to provide an evidence base for decision making.
- Support consumer/client journey improvements by monitoring and coaching through calls, making pro-active outbound calls as part of the service evaluation process and to gain additional information from end users on sector- related and condition- related issues.
- Research, benchmark and evaluate sector services and other related support services available to people with Asthma and their families.
- Lead a solution-based approach to identifying and resolving gaps outlines in QMS audits and process improvement cycles Establish clear performance expectations and development goals for all team members and regularly provide feedback and support to ensure team and individual KPI's are being met and the required capability is being developed.
- Oversee the programming of workflow and schedule of daily activities to ensure consumer/client centered service levels are being met or exceeded.
- Oversee client and consumer complaints and feedback issues, concerns and escalations and oversee the reporting function relative to complaints.
- Ensure compliance with legislative and regulatory frameworks as specified by the organisation relative to sector and service delivery.
- Manage the implementation of funded projects in line with contracted deliverables through liaison with internal contract managers and external subcontracted agencies
- Collaborate across the organisation to ensure programs appropriately reflect the Consumer Support Services offerings and insights gained
- Coordinate the effective/efficient application of SME knowledge of asthma educators to the needs of the business (ie key message review, content development, education and training review, media & MarCom opportunities)

Key challenges

- Managing team resources to deliver excellent customer services with technical excellence plus support the business wide subject matter expertise needs across fluctuating demand for services provides due to seasonal or external environmental (ie bushfires and pandemic) influences
- Working with colleagues to ensure the team are kept abreast of emerging industry knowledge, changes and external trends to ensure consumer-facing interactions are reflective of current and best practice.
- Bringing team along on the change journey to identify and implement improvements in service delivery
- Managing a nationally dispersed team

Skills and qualifications

Essential

- Minimum 5 years in a managerial role with service delivery and customer centric focus
- Strongly evolved leadership skills in developing, coaching and mentoring staff
- Highly experienced in managing through continuous improvement and process improvement program of work
- Proven ability to work to deadlines and to deliver high quality work outputs
- Proved problem solving, planning, strategic thinking and decision-making skills
- Strong leadership credentials around creating a team- based environment that finds the right balance between customer, outputs and values.
- Strongly evolved partnering skills demonstrated by achievements made as part of a broader organisational team.
- Understanding of the lived experience of people living with a chronic disease and knowledge of the health care sector

Desirable

- Understanding of CX programs and key elements
- NFP experience
- Experience working within a phone based or digitised consumer service setting
- Ability to assess performance against commercial contracts and negotiate variations to contracts as required.

Key relationships

Who	Why
Internal	
Marketing and Communications team	To coordinate subject matter expertise for MarCom activities and content
Leadership Team & wider business	To provide qualitative and quantitative data from consumers to create insights to inform business strategy.
Health Projects and Partnership team	To monitor deliver of activities funded under various grants and provide data for evaluation and reporting
GM Programs and Policy	As line manager, and to ideate new consumer centred self- management support opportunities for the business.
Policy, Advocacy and Research teams	To ensure quality information and key messages flow to the asthma educators for consumer consumption.
External	
Non AAL Asthma Foundations	To monitor the subcontracted delivery of specific consumer services (1800/COACH)

Capabilities for the role

Capability	
Communicate Effectively	Ensure interactions with customers and colleagues is positive and expresses the values of the organisation. Exceptional written and verbal communication skills
Customer Service	Commitment to balancing customer needs with required business processes and seeks opportunities to amplify the voice of the consumer in the business
Work Collaboratively	Actively participates in cross-organisational projects to represent the consumer voice, progress new opportunities and maximise the application of team resources to projects.
Influence and Negotiate	Ability to influence team members to successfully drive change
Plan and Prioritise	Manages own workload and asks for help if needed to ensure BAU activities are delivered alongside strategic projects.
Problem Solving	Looks for and implements solutions to complex problems to improve customer experience and impact and design of programs.
Finance	Experience preparing and managing budgets at the project and team level to deliver and exceed agreed outcomes.
People Leadership	Able to articulate the organisational strategic big picture to the team and translate that to team and individual performance goals to which they are supported to deliver
Project Management	Ability to plan and prioritise project deliverables