

Job Description

Quality Assurance Analyst

Purpose of the role

Carry out quality assurance on our beneficiary interactions, to support staff in delivering an excellent customer experience. Champion a 'quality first' culture that engages employees in a continuous learning journey, focusing on a first-class service for our beneficiaries.

Key Accountabilities

- Complete random sample quality reviews for all customer-facing staff in Charitable Operations, in line with our Quality Framework.
- Accompany reviews with meaningful and constructive feedback that supports employees with developing their skills.
- Work with our coaches to facilitate implementation of feedback.
- Complete targeted quality reviews to better understand our interactions with beneficiaries, for example, as a result of feedback.
- Support our training team through the provision of quality reviews for new entrants during their training period.
- Work collaboratively with coaches and trainers to identify and address trends.
- Facilitate regular calibration sessions to maintain consistency.
- Report on quality metrics and how the Quality and Coaching Team's actions support Key Performance Indicators (KPIs).
- Create reports that detail quality reviews, performance and trends.
- Support the Quality and Coaching Team during periods of peak demand or absence.

Skills, Qualifications and Experience

Essential:

- Has worked within a contact centre, quality or compliance role.
- Experience of working in a in a high volume contact centre.
- Experience in quality assurance, data analytics and reporting.
- Excellent communicator, with a focus on solutions and positive messaging.
- Excellent attention to detail, communication and documentation skills.
- IT literate, with strong experience in Microsoft Office suite and quality assurance tools.
- Able to manage heavy, complex workloads and priorities.
- Able to self-manage.
- Able to cope in a fast-paced environment, where priorities may change at short notice.
- Demonstrate a desire to develop your own skills and experience for the benefit of the organisation and the customer.

Desirable:

- Learns quickly and enjoys working in a quality assurance capacity.
- Able to analyse and interpret data to identify trends.
- Strong organisational and excellent planning skills.



Reporting line

Reports to: Quality and Coaching Team Manager.

Resources, scale and scope of role, location and any travel factors:

- The jobholder will be a key representative of Motability and is expected to act as an ambassador for the organisation.
- Attendance at exhibitions, off-site meetings, vehicle handovers and other similar company functions throughout the UK may be required, with occasional overnight stays.