

Vacancy Information Pack

Learning and Development Coach, Charitable Operations Department

Purpose of the role

To develop the capabilities, skills and competencies of staff within Charitable Operations. Support staff in delivering an excellent customer experience and champion a culture that engages staff in a continuous learning journey, focusing on a first-class service for our beneficiaries.

Key Accountabilities

Training

- Support the Training Team during periods of peak demand or absence.

Quality

- Complete random sample call quality reviews for all customer-facing staff in Charitable Operations, in line with our Quality Framework.
- Complete random sample case quality reviews for all Charitable Operations' Case Managers in line with our Quality Framework.
- Facilitate monthly Case Levelling sessions with Charitable Operations' Case Managers.
- Complete targeted quality reviews to better understand our customer interactions, for example, as a result of customer feedback.
- Complete weekly quality assessments with new entrants during their training period.

Coaching

- Offer regular 1-1 coaching sessions to all staff within Charitable Operations.

- Provide dedicated coach support to any Charitable Operations staff member who is currently working on a Performance Improvement Plan.
- To carry out side-by-side coaching sessions for customer-facing staff in order to provide immediate feedback.
- To support staff in managing difficult interactions, such as suicidal calls.
- Coach and support academy staff throughout their agreed training period.

Innovation

- Utilise technology to support a 'quality first' culture.

Critical Competencies

Excellent Communicator

- Exceptional coaching skills that support the ethos of coaching, being centered on 'unlocking a persons to potential to maximise their own performance'.
- Inquisitive effective questioner that teases out the challenges and solutions rather than 'teaching / telling'.

- Communicates effectively with people at all levels, gaining their engagement with concepts and topics.
- Ability to manage their audience to ensure that learning is received effectively.
- Presents themselves as positive and enthusiastic about developing people.
- Able to use innovate ways to deliver learning messages.
- Can create high quality and engaging resources to support learning.

Customer-Focus

- Treats customers as individuals and has them at the forefront of all learning messages.
- Be a strong customer voice within the business, demonstrating a clear commitment and passion for high quality customer service.
- Be the ambassador for doing what is right for our customers – acting as a moral compass for others to follow.
- Demonstrates a positive mindset and encourages staff to focus on what we can do for our customers.

Planning and Organisation

- Strong organiser with excellent planning skills.
- Able to manage complex workloads and priorities.
- Can scope out the resources required to deliver learning effectively.
- Able to cope in a fast paced environment, where priorities may change at short notice.
- Able to analyse and interpret data to identify trends.

Continuous Improvement

- Use data and feedback to refine and improve our Learning and Development offerings.
- Demonstrate a desire to develop your own skills and experience for the benefit of the organisation and the customer.

Capabilities Profile – technical skills/knowledge

Essential:

- Experience of conducting coaching in a business environment, preferably within a customer service or contact centre.

- IT literate, with Microsoft Office Suite experience.

Desirable:

- Knowledge of the GROW Coaching model.
- Experience of designing and delivering learning and development solutions within a customer service environment.
- Worked within a Quality Assurance role.
- Experience of working with vulnerable customer groups.

Reporting line

Reports to:

Quality and Coaching Team Manager

Key interfaces:

- Motability staff.
- Motability Operations staff.
- External training providers.

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

- The job holder will be a key representative of Motability and be 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.