



HM Prison & Probation Service

HQ Job Description (JD)

Band 5

**Directorate: Rehabilitation and Care Services Group,
Central Operational Services**

Job Description – Family Services Contact Centre Manager

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Job Description

Job Title	Family Services Contact Centre Manager
Directorate	Rehabilitation and Care Services Group, Central Operational Services
Band	5

Overview of the job	<p>Family Services in HMPPS HQ administers a range of services for HMPPS, including the Family Services Visit Booking Service (VBS), the Help with Prison Visits service (HwPV), the Find a Prisoner service (FiAP) and the HMPPS Victim Helpline (VHL).</p> <p>Work is also undertaken providing support for Digital Services on www.gov.uk and other areas of family services work.</p> <p>Family Services runs a HMPPS Public Contact Centre. The post holder will work with the public, internal HMPPS customers and a wide range of Government Departments and Voluntary and Charitable Sector organisations.</p> <p>The work at Family Services makes a real difference to the prisoner, their family and Significant Others, contributing to the wellbeing and rehabilitation of the prisoner and supporting regimes in prisons across the United Kingdom. Work is also undertaken on behalf of victims.</p> <p>The post holder manages a contact centre team, leading the team to achieve service delivery targets with a strong focus on excellence in customer service. Reports to the Family Services Head of Operational Delivery.</p> <p>This is a non-operational HQ role based at Edward House, Edward Street, Birmingham, B1 2RA.</p>
Summary	<p>All roles in the contact centre at Family Services are public facing, dealing with a wide range of internal and external stakeholders; supplying the highest quality of work and the best customer service.</p> <p>The post holder manages a team of staff administering services at Family Services, ensuring the team achieve output targets, moving staff to cover live services as workflow requires. Leading by example in performance and customer service excellence, proactively validating the standard of service supplied to the customer.</p> <p>The Contact Centre Manager has an interesting and varied range of duties in support of the services run by Family Services and works with the Head of Operational Delivery in system and process development.</p>
Responsibilities, Activities and Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <p>The Contact Centre Manager manages one of four teams at Family Services and covers the full range of duties across the teams on a Duty Manager rota:</p> <ul style="list-style-type: none"> • Manages a team of up to 15 staff delivering the HwPV, VBS, FiAP and VHL services. Leading the team to ensure the highest standards of quality and customer service are achieved. • Responsible for performance management, maintaining staff levels, service continuity and validating output quality from the team. • Manages functional mailboxes used by the public, HMPPS and Other Government Departments. • Deals with customer appeals, complaints, overpayments and completes witness statements.

	<ul style="list-style-type: none"> • Manages and develops individual staff and the team to improve performance and build staff competency. • Maintains a working knowledge of the Live Services. • Assists the Head of Operational delivery in driving change and developing new systems and procedures; implementing and managing new ways of working. • Sits on recruitment and promotion boards as required. • Statistical analysis work on the Video Calls service. • Enquiry resolution support for the Families Helpline run by PACT. • Enquiry support for the Money to Prisoner service on www.gov.uk <p>The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation Scheme and shall be discussed in the first instance with the job holder.</p>
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Behaviours	<ul style="list-style-type: none"> • Managing a Quality Service • Leadership • Making Effective Decisions • Delivering at Pace • Changing and Improving
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Ability	<ul style="list-style-type: none"> • Knowledge and use of the Microsoft suite of packages particularly Word and Excel. Training will be provided for other IT systems.
Experience	<ul style="list-style-type: none"> • Experienced in people and service management, customer service and change management.
Technical	

Minimum Eligibility	<p><i>Please do not alter this box</i></p> <ul style="list-style-type: none"> • All candidates are subject to security and identity checks prior to taking up post. • All external candidates are subject to 6 months' probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS. • All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.
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Hours of Work (Unsocial Hours) Allowances	<p><i>Leave Blank</i></p> <p>To be used by the JES Team only</p>
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Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
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Managing a Quality Service		Knowledge and use of the Microsoft suite of packages particularly Word and Excel. Training will be provided for other IT systems.	Experienced in people and service management, customer service and change management.	
Leadership				
Making Effective Decisions				
Delivering at Pace				
Changing and Improving				