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| MoneyTalks Helpline Coordinator Position Description |
| National Building Financial Capability Charitable Trust (FinCap) |
| **Position title** | **MoneyTalks Helpline Coordinator** |
| **Reports to** | **Chief Executive** |
| **Date** | **July 2019** |

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| **Position summary**  |

This is a role to manage promotion, operations and staff of our helpline for people in financial hardship. The role lasts for a fixed term of nine months and may be extended. There is the possibility of an ongoing or extended term contract.

 We are looking for a skilled coordinator who can lead our representatives to better performance and improve service quality. The Call Centre Manager will assist in establishing call centre objectives, provide representatives with opportunities to expand their knowledge of services, products, and troubleshooting techniques, analyse call centre data, and focus on improving performance and processes to better support customers.

**MoneyTalks Helpline Coordinator**

The employee will lead and undertake the following tasks:

**Increase volume**

1. Build external relationships to increase referrals to the helpline
2. Promote the MoneyTalks helpline and represent MoneyTalks and FinCap to Stakeholders, other NGOs, providers, working groups and Government departments
3. Identify exemplar operators in each sector area (banks, credit reporting, debt collection, government, pay day and general loans, retail power, telecommunications) and work to maximise helpline usage

**Improve service and quality control**

1. Establish approaches for team coordination/leadership, and effective and sustainable team linkage with the rest of FinCap
2. Build and maintain staff morale, ensuring a supportive and positive environment
3. Coach and lead MoneyTalks operators, providing professional oversight
4. Lead team meetings to better understand the calls MoneyTalks operators are receiving, educating and coaching operators regarding processes and practices.
5. Evaluate operator performance with key metrics (accuracy, call-waiting time etc.)
6. Monitor and improve call handling and other procedures
7. Liase with local budgeting services

**Funding and reporting**

1. Prepare reports for MSD, FinCap board and the CE
2. Manage, in collaboration with the Chief Executive, the relationship with funders, including the Ministry of Social Development.
3. Establish key elements of a proposal for 2019/20 and beyond; include future strategy and development; including Kiwisaver hardship and Dispute Resolution schemes options

In implementing these tasks, the Manager will work cooperatively with other staff.

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| **Location, relationships, and reports** |

**Location** Trust Office, Wellington.

Travel may be required for this role from time to time.

**Hours** 30 hours per week.

**Term** Fixed Term

**Internal relationships** Chief Executive and other Trust staff.

 Any committees or teams that impact on service development.

**External relationships** Local Budgeting services
Government departments and BFC providers, other community organisations.

MSD staff National office staff, Oranga Tamariki - Partnering for Outcomes Advisers, and Work and Income regional staff.

Printers and other suppliers.

Financial services providers.

National bodies, companies.

NGOs

**Direct reports** MoneyTalks financial mentors (helpline operators)

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| **Person specification** |

**Experience**

* Experience working in a similar role or related professional field.

**Qualifications**

* A relevant tertiary qualification and/or equivalent experience.

**Knowledge / Skills**

* Knowledge of performance evaluation and customer service metrics
* Strong written and verbal communication skills.
* Understanding of, and experience with, social media platforms and trends.
* Strong interpersonal skills.
* Computer skills including relevant office and design software, and content management system experience.

**Attributes**

* Strong client and service delivery focus.
* Open, collaborative communication style.
* Ability to think clearly under pressure.
* Problem solving abilities.
* Disciplined time management skills.
* Ability to work cooperatively and collaboratively with other staff members, and others.
* Reliable, flexible and willingness to take on a wide range of tasks.
* Commitment to the Trust’s strategy, vision, mission and values.
* Positive and patient

**Personal**

* No criminal convictions, unless of a minor nature that will have no effect on the Trust. A Police Vetting/MOJ Check will be required before confirmation in the role.
* Will not engage in any other activity or interest that would conflict with the interests of the Trust.
* Statements or public representation of the organisation will be made only with the express permission of the CE or the Communications Adviser, by arrangement.