



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job title: Team Coordinator

Department: Legal and Member Relations; Customer Services

Reports to: Team Manager

Key relationships:

Team Managers, Team Coordinators, Advisers (Customer Service Centre)
Country and Regional Offices
Legal Teams
Member Support Services

Hours: 35 hours per week
(Required to work flexibly to meet the requirements of the job. Occasional travel within the UK with occasional overnight stays and extended days required to fulfil the duties of the post)

Grade: G

Location: RCN Cardiff Gate, Cardiff

JOB PURPOSE

To support the Team Manager in ensuring effective operational delivery of services and functions provided by the team, whilst working as an Adviser in the RCN's Advice Contact Centre, providing RCN members with a first-class confidential information and advice service that supports, maintains and raises the profile of the RCN as a responsive membership organisation, trade union and professional body.

The post holder will support the Team Manager in delivering the operational services of the team. They will often be the first point of contact for queries from team members or other stakeholders.

KEY RESPONSIBILITIES

1. Management responsibilities

- Working within the Duty Manager Guidelines, the Team Coordinator will supervise the daily operation of the Advice Contact Centre and act as point of contact on a shift basis
- Ensure all contact volumes are managed effectively
- Organise staff and shrinkage real time with use of technology to ensure optimum utilisation
- Act as the main point of contact for the Advice Contact Centre, for real time queries and customer escalations
- Record statistics, user rates and the performance levels of the centre and prepare reports
- Provide feedback and reporting to daily performance meetings on previous day's performance
- Liaise with team managers, advice information coordinators and RCN departments to resolve issues
- Act as the main point of contact for all technical and contingency issues
- Be the first point of contact for team queries
- Mentor and coach both new staff and those who require additional levels of support
- Work with other Team Coordinators to ensure consistency of service provided to teams
- Deal with escalated calls and complaints, escalating further as required
- Work on projects and improvements within the Advice Contact Centre. Implement and maintain ways of working which utilise best practice and personal skills
- Deputise for the Team Manager when appropriate and fulfil other delegated responsibilities
- Maintain an active commitment to continuing professional development

2. Specific role responsibilities

- Provide an effective and confidential advice service to RCN members on a range of diverse and complex employment and professional practice issues.
- Interview members by telephone, web-chat, or respond to email or written enquiries, using a range of communication skills to gain insight and clear understanding of the member's situation and relevant issues, including root causes
- Research from agreed electronic and manual data sources, sifting through complex information to identify options appropriate to the member's situation
- Communicate and interpret relevant information to empower members and enable them to make confident decisions
- Analyse and reason logically within tight timeframes meeting the Advice Contact Centre's required quality and productivity standards, whilst providing outstanding customer service

- Complete clear, accurate and succinct telephone, email and written contacts on the relevant member database, capturing the scenario, actions advised and advice sources utilised
- Create and amend members' records as required
- Actively review professional skills and competencies and keep up to date with RCN work and activity as well as knowledge of nursing, health and social care issues, employment practices and personal development by attending on-going training, undertaking essential reading and self-supported assessment and revision
- Refer callers verbally and/or in writing to appropriate offices and departments within agreed protocols delivering high quality customer service at all times
- Fulfil specific team-wide roles in supporting the development and running of the RCN's Advice Contact Centre and the wider goals of the organisation
- Highlight knowledge gaps to relevant teams and departments, working with colleagues to ensure the accuracy and relevance of information
- Participate in project work as directed by the Advice Contact Centre Manager and Team Manager
- Provide information and advice to other specified categories of the public and health care professionals to further the aims of the RCN

3. Additional responsibilities

- Champion equity, diversity, inclusion and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group equality, diversity and inclusion statement.
- Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- Maximise all opportunities available to:
 - encourage member recruitment and promote the benefits of joining the RCN
 - promote the RCN as the organisation that represents nurses and nursing, and that promotes excellent in practice and shapes health policies
- Support member ballot and industrial action activities when required.
- Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is always protected.
- Undertake any other duties as requested in line with the job role.

Job description updated by:
Siân Morris, Team Manager
June 2023