

**CITIZENS INFORMATION PHONE SERVICE (CIPS)**

**Application Pack: CIPS Team Supervisor Recruitment**

**June 2022**

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**JOB DESCRIPTION**

The Citizens Information Phone Service (**CIPS**) was established in 2001 as a national **Citizens Information** call centre. CIPS aims to provide a comprehensive and confidential information service to people throughout the country, mainly via the ‘phone but also through a variety of other access routes more suited to the particular needs of customers with disabilities. The service strives to offer equality of access to accurate and high quality information on civil and social rights and entitlements.

CIPS is one core strand of an integrated approach to the delivery of **Citizens Information**. Information delivery is coordinated and resourced by the Citizens Information Board (**CIB**) - a statutory body - and designed to ensure that all members of the population have ready access to **Citizens Information** through a channel most appropriate to their needs. The other core delivery channels are [**www.citizensinformation.ie**](http://www.citizensinformation.ie), and a national network of Citizens Information Centres.

**Job Role**

Taking direction from the CIPS Manager, Team Supervisors will manage CIPS Information Teams and information delivery systems and practices to ensure that all customer service objectives and standards are met.

**Reporting to:**

The CIPS Manager.

**Main Responsibilities:**

**Operational**

* Contribute to the overall management of the service and in particular the day-to-day operational management of CIPS.
* Assign work to the information team through the organisation of rotas and the monitoring of workflows etc.
* Ensure staff deployment and service operations deliver on all agreed customer service targets (Service Level Agreement – SLA) and that the service is sufficiently geared to respond to periods of peak demand.
* Operate the ICT systems to ensure optimum resource allocation, service delivery and performance analysis.
* Produce, analyse and present reports on a weekly, monthly and ad-hoc basis.
* Take an active and positive role in supporting and implementing all change within the service and proactively seek to identify process improvements.
* Lead and/or participate in projects as assigned by the CIPS Manager.

**Personnel**

* Actively lead, motivate and manage the CIPS team, ensuring that all members are working to achieve clear service objectives and delivery targets / SLA.
* Assess individual performance and provide constructive feedback to staff by holding one-to-one meetings, call coaching and performance reviews.
* Ensure the CIPS team is fully aware of its responsibilities and performance standards.
* Provide appropriate support to staff not meeting performance standards, and manage any performance issues.
* Communicate effectively with the CIPS Team by holding weekly meetings to ensure all are aware of the Team performance and manage and arrange Information Exchange meeting.
* Conduct training needs analysis on an ongoing basis. Train, support and appraise a team of Information Officers, assisting each individual to achieve optimum performance while maintaining a supportive working atmosphere.
* Report regularly to the CIPS Manager regarding the performance of CIPS staff.
* Assist with the recruitment and selection of staff for the service as may be requested from time-to-time.
* Communicate CIPS HR policies and procedures to team members and ensure their implementation.

**Information**

* Assist with complex customer queries and appropriate referral.
* Provide information directly to customers, as required.
* Engage with and implement quality monitoring and control mechanisms.
* Ensure CIPS’ active engagement in the social policy aspect of Citizens Information.

**Managerial Support**

* Contribute to the development and implementation of policies and procedures as required.
* Deputise for the Manager as delegated by the Manager or the CIPS Board of Directors.
* Engage with CIB and other stakeholders as delegated by the Manager.
* Engage in such other duties and responsibilities as may be delegated by the Manager.
* Other duties as required by management.

This list is not exhaustive but serves to reflect the nature of the responsibilities included in the role. Given the nature of the organisation and the need to respond to customers’ needs on an ongoing basis, the role is subject to change over time.

**Terms and Conditions**

This is a permanent position, subject to satisfactory completion of a six-month probationary period. The period of probation may be extended at the discretion of the CIPS Manager / CIPS Board of Directors.

Salary: **Scale range of €42,658 – €51,617**. This is an incremental salary scale.

Incremental Credit: The Citizens Information Phone Service operates an incremental credit process for appointments higher than point one of the salary scale. This process is applicable to new entrants into CIPS. Incremental credit criteria, based on the competencies for the role, are assessed against employment history as laid out in the application form. A request for incremental credit from a successful candidate must be made within the first 3 months of employment.

Pension: A company pension scheme is in place, and membership is obligatory upon completion of a six month service. **Employee contribution; 5% of salary, Employer contribution; 7% of salary.** Please note the Citizens Information Phone Service has established a normal retirement age in line with the state pension age (currently 66).

Annual Leave: **26 days per year**, calculated on a pro rata basis for part year service.

Full terms and conditions are contained in a Staff Handbook, which is issued with and forms part of the Employee Contract at CIPS.

**PERSON SPECIFICATION**

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Training and Education** | Third Level Qualification | A recognized management/leadership qualification or Additional training/qualifications more of the following areas:  Staff support and supervision; ICT; Quality Assurance; Change Management |
| **Proven Record of**  **Attainment** | Two years’ line management experience in a front-line service delivery setting – including recruiting, supervising, appraising, training, coaching and motivating staff  Experience in a leadership role  Operational planning and service development  Service evaluation/quality assurance  Management reporting (quantitative and qualitative) | At least two years’ full-time (or equivalent part-time) experience in an information giving role within, or comparable with, the Citizens Information service  At least one year’s full-time (or equivalent part-time) experience in a multi-channel contact centre, preferably in a leadership role  At least one year experience in social media  Information systems development  Using and developing customer interaction management systems  Social Policy input |
| **Service Delivery and Floor Management in a Call Centre setting** | Experience in engaging in floor management in a call centre providing a service to customer/clients  Strong capacity to plan and deploy resources in busy multi-channel environment i.e. anticipating customer service demand; planning and deploying staff resources as appropriate; responding on a ‘real time’ basis to variances in customer demand and staff availability; contingency planning.  Ability to direct and supervise staff ‘on the floor’, intervening as appropriate in all situations requiring immediate hands-on management  Capacity to develop customer service guidelines and quality-assurance templates across all delivery channels, and to oversee their implementation  Ability to develop referral guidelines  Ability to set and manage rosters.  Capacity to assist Information Officers with complex queries |  |
| **Training Experience / HR Experience (including, recruitment)** | Develops or oversees employee training Staff supervision. Provide training, coaching and induction supports on a systematic basis, and to actively appraise and feedback on staff and service performance in one-to-one and group settings  Administers benefits/entitlements to staff  Experience in employee relations/industrial relations  Undertaken the recruitment process on behalf of an employer |  |
| **Experience of coaching, mentoring and supporting staff** | Actively helps and supports others to achieve goals. Conducts performance management and appraisal, 1-to-1 and Call Coaching.  Builds effective working relationships to support learning |  |
| **Team/Staff Supervision** | Awareness of the importance of, and ability to positively influence, organisational culture  Provide training, coaching and induction supports on a systematic basis, and to actively appraise and feedback on staff and service performance in one-to-one and group settings  Sets high standards and monitors and supports in order to ensure delivery. Creates capacity and preparedness to lead by example  Provides others with clear guidelines and indication of expectations  Delegates wisely, motivates and challenges others to perform to their potential  Range of aptitudes with respect to change and conflict management  Awareness of importance of, and ability to positively influence, organisational culture  Willingness and capacity to both work on own initiative and to take direction.  Sound decision-making skills  Ability to offer appropriate support and guidance to staff in a service delivery environment |  |
| **Communication Skills** | Excellent communication skills  Builds rapport with colleagues and customers so as to understand their issues  Puts information across clearly, concisely and convincingly and communicates effectively to build relationships |  |
| **Customer Service** | Deals with people in a helpful and professional manner, displaying empathy, diplomacy and tact, particularly in difficult situations  Demonstrates a customer oriented approach to work, being in touch with and understanding the concerns and needs of the customer  Relates well to a wide range of customers both in person and over the telephone  Judges well when to refer a matter to a higher level |  |
| **Management Reporting** | Ability to analyse statistical information, and to prepare and present operational / management reports  Identify and collect relevant data; examine the data; identify factors indicating effectiveness or otherwise of service; make recommendations  Strong analytical and critical thinking skills  Strong IT skills, particularly MS Excel  Excellent communication skills |  |
| **NB.** | **Flexibility is required. The successful candidate will work 35 hours per week, on a shift basis, currently between the hours of 8.45am and 8.15pm, with attendance at meetings and training courses outside these hours occasionally required.** |  |

Team Supervisor - CITIZENS INFORMATION PHONE SERVICE (CIPS)

**APPLICATION PROCEDURE**

**CLOSING DATE/TIME FOR RECEIPT OF APPLICATION BY EMAIL: 1pm Thursday 16 June 2022.**

**Submission of Application**

A relevant application form can be accessed from the vacancy section of

[www.citizensinformationboard.ie](file://C:\Users\oisin.dillon\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\JO80HHCC\www.citizensinformationboard.ie)

Applicants must possess all required competencies for the role and will be shortlisted solely on the basis of information provided in their completed application form.

**Canvassing will disqualify.**

**Curriculum Vitae (CVs), late, incomplete or hand-written applications will not be considered.**

**Closing date: 1pm Thursday 16 June 2022.**

Please email application form to: [CIPS.Jobs@citinfo.ie](file://C:\Users\oisin.dillon\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\JO80HHCC\CIPS.Jobs@citinfo.ie) clearly marking the email **“CIPS Team Supervisor Application”.** Forms sent by post or fax will not be accepted. **The application form must be submitted in either Microsoft Word or pdf.** No other format will be accepted. Documents stored on online storage sites – e.g. OneDrive, Cloud, Dropbox, Google Drive etc. – will not be accepted. Please do not submit any other documentation with the application form. Any other documents submitted will not be taken into consideration.

Failure to submit an application form on or before the closing date and time will disqualify.

Receipt of your application will be acknowledged by email. Candidates will be informed by email as to whether their application has been shortlisted. If shortlisted, candidates will be informed by email as to date(s), times and location of first interview.

If you require any reasonable accommodation with your application due to your circumstances (e.g. disability), please contact the above email address and we will try and facilitate you where reasonably practicable.

**Shortlisting will apply. The decision regarding which candidates to shortlist will be made solely on the basis of the information contained in the application form.** Scoring of the application is based on the criteria outlined in the Person Specification.

For information on how your personal data will be used as part of this process please refer to our Data Protection Notice for Job Applicants, available at the following-link -

<https://www.citizensinformationboard.ie/en/data_protection/cips.html>

**Citizens Information Phone Service is an equal opportunities employer**