



## Contact Centre Portfolio

Infinity Search represents highly skilled individuals seeking new career opportunities in the Contact Centre marketplace in Scotland. Contact Alayne Clark on **01506 639 703** to discuss any of these candidates or your current recruitment requirements

### Candidate No: 2019

#### Senior Call Centre Manager/Operations Manager Aged 38

Experience gained in Financial Services and Telecomms.

Responsibilities have included:

- Development and implementation of site strategy in line with overall divisional and corporate strategy
- Responsibility for management and development of Operations Management Team
- Integral part of Senior Management Team of virtual consumer call centre
- Formulation and management of budget for £12M
- Responsible for success of Customer Management Centre with 620 staff
- Implementing training and development plan for site ensuring training is provided according to business and individual needs
- Ensuring sound and productive working relationships with key support functions, e.g. HR, Training and Marketing
- Adherence to manpower plan to ensure effective use of resources available

Salary required £55,000 - £60,000 dependent on location

### Candidate No: 2020

#### Head of Distribution/Head of Customer Services Aged 35

Experience gained within Financial Services sector.

Responsibilities have included:

- £200m premium annual income from TIED financial advice business and £12m annual commission from IFA financial advice business
- All Services and Sales via 300 seat call centre and 150 head back office function.
- Multi site responsibility as Head of 200 and 300 seat call centres, including Marketing responsibilities, strategic customer coverage planning and delivery to a 2500 strong direct/home service sales force
- YTD improved abandon rate from 37% to 4.74% and grade of service from 13% to 76.89%
- Achieved sales revenue per agent per hour target of £49
- Operated within monthly reforecast, £7.8m budget.
- Undertook a broad range of high profile projects and interim management roles

Salary required £60,000

### Candidate No: 2021

#### Contact Site Director/Head of Operations Aged 31

Extensive experience within Outsource sector. Responsibilities have included:

- Controlling the project delivery of 750-seat operation. Overall management of site including HR, Training, IT, QA and Security.
- Strategic development of Multi National On Line Business.
- Increased sales by of +300%
- Design and implementation of Marketing Strategy
- Territory development and business planning
- Design and Implementation of performance enhancement programme in addition to key training and induction programmes
- Increased internal average conversion rate from 44% to 85%
- Developed new Call Centre focused Training and Consultancy Division from start-up to deliver in excess of £120,000 of training

Salary required £50,000+

### Candidate No: 2022

#### Director of Customer Services/Operations Aged 35

Experience gained within Travel and Tourism sectors.

Responsibilities have included:

- Responsible for 100 staff through 6 direct reports
- Implemented new computer system throughout Europe
- Set-up and managed HR division within the UK
- Introduced new policies and processes to increase productivity and proficiency
- Responsible for the delivery of £5m+ Revenue
- Researched, presented and implemented new products to build product portfolio
- Set up -in-house call centre in Manchester as a solution to company losing £10m+ due to calls not being answered in branches
- Responsible for 3 Supervisors, 14 Team Leaders and 180-200 agents
- Responsible for staff delivering sales target of £73m
- Introduced "Management by Objectives" plan

Salary required c£60,000 dependent on role and location.

**Candidate No: 2023**  
**Regional Manager Aged 46**

Experience gained in Financial Services sector.  
Responsibilities have included:

- Qualified FLIA(dip)
- Growing operation from 5 to 16 Consultants plus 2 Sales Managers
- Improved cross-fertilisation of business by 300%
- Achieved highest Compliance and T & C standards within the Company
- Devised and implemented effective marketing campaigns, including media coverage and seminars
- Management of consultants and sales support staff specialising in the High Net Worth and Corporate markets
- Took failing fledgling branch to one of the 10% branches nationally through positive management techniques, introducing structure and stability and career development
- Generated increase in profitability through recommendation of improved treasury arrangements for agency commission accounts
- Saved ailing Scottish division of IFA from closure in 1998 and transformed it into an operation with a seven figure commission/fee income.

Salary required £45,000

**Candidate No: 2024**  
**Senior Manager-Contact Centre Manager Aged 34**

Experience gained within Finance sector. Responsibilities have included:

- Responsible for the management of 200+ operational employees
- Responsible for the management of key banking and Strategic Corporate Partners, with key accountability for ensuring partner brand, culture and agreed SLAs are achieved
- Created, implemented and introduced monitoring mechanisms focused on; planned average cost targets; agreed service standards; agreed procedure compliance levels and agreed staff productivity
- Ensuring optimum usage of supply chain whilst managing an annual claims spend of £110m
- Project managed the creation, design and progress of the UK Claims Service Strategy
- Managed three teams of Head Office Staff over multiple locations responsible for delivering claims customer service strategy, customer relations and supporting IT systems
- Successfully managed the integration of all claims functions, resources, skills and technology for newly created brand.

Salary required £45,000+

**Candidate No: 2025**  
**Operations Manager Aged 46**

Experience gained within Financial sectors. Responsibilities included:

- Responsible for pensions administration of large portfolio of outsourced defined contribution company pension schemes
- Managed large team of pension administration staff and managers
- Introduced structured operating plan and implemented service review
- Responsible for development and management of multi-skilled Call Centre and Technical processing teams
- Responsible for management and process development of National Claims Call Centre teams
- Delivered evidence portfolio for office achievement of IIP award
- Successfully undertook project to address service issues for company's largest pension scheme instituting new operational mechanisms
- Successfully delivered re-engineered claims workflow management

Salary required £35,000

**Candidate No: 2026**  
**Operations Manager Aged 33**

Experience gained in Outsource sectors.  
Responsibilities have included:

- Stabilised and developed 53 FTE, 24x7 helpdesk in multi client insource service delivery environment
- Increased staff retention and decreased attrition rate from 15% to 2% in 4 months
- Implemented appraisal and personal development structure for all staff resulting in an increase in motivation, performance and productivity
- SLA's in excess of 95% and monthly outstanding billable revenue reduced from £160,000 to £18,000 in 6 months
- Designed and implemented competency based recruitment and selection process to support staff retention and development
- Implemented change management process
- Achieved a consistent 44% margin over cost
- Managed downsizing project redeploying 100% of staff

Salary required c£27,000

**Candidate No: 2027**  
**Senior Training Manager Aged 34**

Experience gained within Outsource sector. Responsibilities have included:

- Responsible for the operational training in a large outsourced Customer Interaction Centre.
- Directly managed 8 trainers and co-responsibility for managing 20 quality assurance specialists
- The Design and delivery of the company's Leadership Development Programme for junior and middle managers.
- Working closely with the Business Development Team have been involved in the winning of a number of large accounts for the organisation
- The skilling of all staff in Customer Relationship Management Techniques including methodology, data management, software and strategy
- Responsible for core training to staff at all levels, Team Leader, training, brand awareness and systems.
- In order to achieve continuous improvement, involved in the ongoing refocus of business objectives and the setting of KPIs.

Salary required

**Candidate No: 2028**  
**Resource Planning Manager Aged 45**

Experience gained within Outsource sector. Responsibilities have included:

- Resource Planning and Skills based Scheduling – Short and long term for 200+fte and 230+ across two sites
- Responsible for up to 7 direct reports plus management input to up to 22 Team Leaders
- Calculation of future staffing/capacity requirements
- Multimedia data modelling – “What if” analysis
- Construction/implementation of robust processes and procedures
- Ad hoc reporting/presentations for executive management team
- Call centre input budget \$16m
- Forecasting of call volume (2.3m pa)/load/capacity and analysis of trends
- Change Management, Project Management
- Advanced use of excel, TCS V5 (eWFM), Access, Word, Aspect Multimedia ACD and Firepond email software

Salary required Negotiable.

**Candidate No: 2029**  
**Quality Systems Manager**

Experience gained within Outsource Services sector Responsibilities have included

- Management of Quality Assurance, Workforce Management and Operational Command Centre Teams across 5 UK sites
- Reporting and analysis of all quality systems related management information, including call monitoring productivity, compliance, performance and trends
- Introduced new QA model resulting in annual salary reduction of £200k pa, replicating in Workforce Management and Operational Command Centre Teams
- Training operational staff in implemented QA systems
- Delivering sales, service, product and leadership training
- Seconded for 8 weeks in Outbound Insurance Sales. Reduced attrition from 17% to 3%, improved sales from below target to consistently exceeding target.

Salary required £25,000+

**Candidate No: 2030**  
**Contact Centre Manager Aged 32**

Experience gained in Electronic/Computing sector. Responsibilities have included:

- Managing team of 35 staff
- The day to day operation of the contact centre
- Managing performance through appraisals and setting relevant KPIs on a quarterly basis.
- Responsible for the co-ordination of manufacturer promotions, seminars and training session.
- Team management from recruitment, training and managing poor performance
- Liaising with colleagues from other countries
- Budget planning and target setting for telemarketing team, new business, major accounts and Channel Sales
- Presenting at board level, detailed analysis of current business status, including status of KPIs against target, details of promotions and ROI

Salary required

**Candidate No: 2031**  
**Training Manager Aged 49**

Experience gained within Outsource, Financial and Telecomms sectors. Responsibilities have included:

- Develop and implement effective training programmes for all staff levels
- Review and develop all KPI processes and procedures for business line
- Planned, developed and ensured the timely delivery of initiatives in accordance with company training programme
- To manage the implementation of operational staff training, development, record keeping and skill verification
- Audit client group training processes and documentation with a view to assessing, reporting and where necessary improve the effectiveness of the training modules and skill verification processes
- Coached Training programme Developers
- Provided specialised input and constructive feedback to Manager and client groups

Salary required £25,000+

**Candidate No: 2032**  
**Team Leader/Manager/Contact Centre Manager**

Experience gained within Financial Services and Leisure sectors. Responsibilities have included:

- Project managed start-up of a Mortgage lead generation company
- Responsible for all aspects of the operation including recruitment, training, coaching, administration, staff motivation, script development, disciplinary procedures, team building and client liaison
- Managed an outbound call operation comprising of 24 Telesales Operators 4 Confirmers/Customer Service Operators, 2 Team Leaders, 3 Administration staff
- Assisted in the relocation of business to another office. Selected due to recognition through a successfully completed Time and Motion project within a team of 4.
- Required to attend regular meetings with other departments and The National Sales Director as the face of the Call Centre

Salary required c£ 25,000

**Candidate No: 2033**  
**Human Resources Manager**

Experience gained within Financial and Motor sectors. Responsibilities have included:

- UK change management project, call centre operations project, strategic HR, Manpower Planning.
- Increased call centre revenue by 10%
- Successfully Co-ordinated UK centralisation of operations and set up call centre to meet business demands, setting and meeting KPIs,
- Restructure and redundancy consultation successfully completed.
- Successfully gained ISO 2000 registration for call centre 14/11/2002
- Reduced absenteeism by 22% through effective absence management
- Introduced coaching for improved performance-resulted in 70% reduction in disciplinary interviews

Salary required c£ 30,000

**Candidate No: 2034**  
**Collections Team/Operations Manager Aged 39**

Experience gained within Financial Services sector. Previous responsibilities have included:

- Leading and co-ordinating the performance of the cash collection team to ensure delivery of a quality customer focused service and management of debt recovery within agreed timescales
- Monitoring and implementing technical and service standards to ensure third party motor claims settled at an optimum level with the minimum of leakage
- Leading and monitoring a team of 35 customer collections agents and 3 Team Leaders in a contact centre environment
- Overall responsibility for the collection, litigation and recovery of unsecured loans up to £25k and mortgages up to £500K working to strict monthly objectives.
- Managing relationships with external parties and agencies involved in collections functions and monitoring performance against agreed SLAs

Salary required £ 30,000

**If you would like more information on any of these candidates or require our assistance in recruiting senior level staff please contact Alayne Clark at INFINITY SEARCH on 01506 639703 or email [alayneclark@infinitysearch.net](mailto:alayneclark@infinitysearch.net) or log on to [www.infinitysearch.net](http://www.infinitysearch.net)**

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Contact Alayne Clark on **01506 639703** to discuss any of these candidates or your current recruitment requirements