

JOB DESCRIPTION – Mailbox Team Leader

Location Home working

Status 1 position - Volunteer

Length of role: An average of 2 hours per day for 4 days a week.

Role Description

Emails are currently the primary point of contact for Members, the public and other interested parties and this will continue to be so, until the party is registered with the Electoral Commission and starts to open Branches. Reporting to the Chief Operating Officer, this role is to establish a team to respond to emails, within agreed times and take action to address the issue or questions.

They will provide overall management of all email boxes and recruit a team of volunteers, train them, monitor to ensure there are enough people on each mailbox, identify recurring issues and raise with others to address them and provide information and reports to management.

Responsibilities

Building a team

Recruit and train a team of volunteers to answer member queries to cope with peaks and troughs in traffic.

Lead and support team members, providing training and guidance to ensure operational objectives are met and meet regularly to provide information on changes and developments in the party and get feedback on what is happening in a day-to-day basis.

Ongoing development of team knowledge and skills.

Management of email boxes

Provide a high standard of service to members, answering membership enquiries, passing them on to others as appropriate, actioning requests on data or payments and ensuring a seamless experience for members.

Identify trends and issues that are arising either planned, or unplanned that will impact the number of volunteers required in each mailbox.

Maintain the FAQ pages on the website and update information.

Monitor and report

Monitor to identify trends and issues that are arising, investigate, inform the appropriate teams or individuals and implement the agreed actions.

IT systems

Agree and approve the appropriate level of access team members have to any systems and maintain an audit trail of access.

Work with the system managers to ensure system issues are resolved or suggestions for improvements are evaluated and actioned if appropriate.

Competences and skills

Essential

Proven experience in managing and delivering a customer service function in a growing organisation. Strong business administration, interpersonal and communication skills to connect with a diverse range of members and stakeholders.

Experienced in selecting, training and developing high performing teams.

Familiar with Google Suite and emails.

Ability to carry out analysis, provide meaningful information and make recommendations for improvements.

Application process

Forward a full CV with a covering letter to yvette@advanceuk.org.uk, setting out how you meet the essential criteria and what you can bring to the role. Please do not send speculative applications in as we do not have time to train someone into the role and there will be many other volunteering positions advertised soon.