

With over 20,000 connections to individual properties in over 400 estates throughout England, Hanover On Call is constantly on the front line. Responding quickly and efficiently to calls can make all the difference in an emergency. That's why 24 hours a day, 365 days a year, our dedicated team deal with calls speedily, effectively and, most importantly, sympathetically.

A high profile role now exists for a

Hanover On Call Service Centre Manager

Based at Chippenham, Wiltshire

35 hours per week

£33,000 p.a. with benefits including pension and BUPA

Leading and motivating the Hanover On Call team, you will ensure the provision of an efficient and cost-effective service, supporting clients and staff to agreed performance and quality indicators.

The Hanover Group is planning to extend the range of services provided by Hanover On Call. You will be responsible for developing and extending the range of services offered to the Group, utilising IS tools to maximum efficiency and impact. The new and rapidly developing range of telecare (electronic assistive technology) services currently being developed offers exciting opportunities for expansion of the services provided by Hanover On Call and you will be expected to pursue the opportunities offered by this technology.

You will also ensure a process of continuous improvement is in place across all service areas, whilst delivering a timely and efficient response to incoming communications and overseeing the provision of an up-to-date database of resident and scheme details.

Ensuring all staff are trained and available to provide an effective service, you will monitor and review customer feedback, provide performance indicator and statistical information and deliver the response repair service. In addition, you'll prepare the operational budget, produce management and board reports, analyse operational and performance data and apply statistical concepts to basic reporting data.

Experience of managing a social alarm call centre and/or a telecoms/call centre system are essential along with the ability to effectively supervise and manage staff on a 24/7 shift work basis. Identifying customer needs, you'll be able to provide appropriate solutions and implement procedures to ensure the highest level of service delivery. Of course, you'll need outstanding communication, interpersonal and presentation skills as well as the ability to multi-task and work to tight deadlines. You'll relish working in a team environment, providing support and contributing to the team and corporate objectives as well as developing and sustaining relationships with external and internal contacts.

For an application pack, visit www.hanover.org.uk email: recruitment@hanover.org.uk or telephone (01784) 446065 (24 hour answerphone), quoting reference number SSSC/CCM/01.

Closing date: Friday 3 December 2004

Interview date: Wednesday 15 December 2004 at Chippenham



INVESTOR IN PEOPLE

Employment is subject to a satisfactory Standard Disclosure from the Criminal Records Bureau (CRB).
Hanover is committed to equal opportunities and operates a no smoking policy.

