

Job Description

Telefundraising Call Centre Manager

Department	Fundraising and Technology
Reports to	Acquisition Manager - Telefundraising
Direct Reports	Internal Telefundraising team leaders and callers
Grade	Grade 6
Status	Full-time, Fixed-term (12 month contract)
Location	Sydney, NSW

Role Purpose

The Telefundraising Call Centre Manager oversees the development, implementation and ongoing success of Greenpeace Australia Pacific's (GPAP) Inhouse Call Centre function. The Call Centre Manager manages the ongoing running of call centre operations in the GPAP call centre, with support of Team Leaders and a well-trained and motivated team of telefundraisers.

The Telefundraising Call Centre Manager leads the development of a best practice telefundraising call centre, as well as provides inspirational leadership and day-to-day management of the team. This role will be responsible for upholding the professional standards and values of Greenpeace as well as all relevant laws and Charity Sector codes of conduct.

The Telefundraising Call Centre Manager also contributes to defining key measures of engagement and appropriate KPIs, while monitoring performance and sharing insights across the organisation to inform broader fundraising, retention and engagement goals as well as maintaining an efficient, positive and thriving culture.

We are Greenpeace

Greenpeace is an independent campaigning organisation, which uses peaceful, creative confrontation to expose global environmental problems, and develop solutions for a green and peaceful future. Our goal is to ensure the ability of the earth to nurture life in all its diversity. That means we want to protect biodiversity in all its forms; prevent pollution and abuse of the earth's ocean, land, air and fresh water; end all nuclear threats, and promote peace, global disarmament and non-violence.

Key metrics

- Effective management and performance
- Capacity management and recruitment
- Reporting and operational management
- Compliance with all relevant regulatory laws and practices

Role Responsibilities

Effective management and performance

Key Metric	How Success is Measured
Manage the performance of GPAP's Call Centre	<ul style="list-style-type: none">• Lead and develop Telefundraising Team Leaders, ensuring they have the skills to perform to a high standard• Ensure the teams are meeting and/or exceeding KPIs• Overall responsibility for In-house Telefundraising staff performance and conduct management• Effective collaboration with the Fundraising Coordinator and/or Acquisition Manager to manage the allocation of daily calling files across all calling programs• Provide guidance to the Team Leaders to ensure effective coaching plans are in place• Ensure telefundraising scripts are up to date and delivering our message in the most impactful way possible• Maintain clear communication between Team Leaders, Telefundraisers, and the Acquisition Manager• Ensure call centre quality standards are met and maintained• Role model high standards of professionalism and performance

Capacity management and recruitment

Key Metric	How Success is Measured
Ensure the Call Centre is staffed with effectively skilled talent	<ul style="list-style-type: none">• Ensure optimum staffing levels are maintained at all times• With the support from People & Culture, lead the recruitment and selection of new Telefundraisers• Ensure new staff are effectively inducted in accordance with GPAP's onboarding and induction processes• Oversee caller training for new and existing staff so that the team have the capabilities required to meet Key Performance Indicator targets and job expectations

	<ul style="list-style-type: none"> Collaborate with the Fundraising Coordinator to ensure all training materials are up to date, accurate, relevant and engaging
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Reporting and operational management

Key Metric	How Success is Measured
<p>Monitor and manage performance through timely reporting and ensuring the Call Centre has what it needs to perform effectively</p>	<ul style="list-style-type: none"> With support from the Fundraising Coordinator, monitor weekly reporting of Key Performance Indicators and reconcile results on daily, weekly and monthly basis Ensure standard management tasks are completed effectively (eg calling lists, payroll timesheets) Ensure monthly Team Leader targets are set and delivered in a timely manner Ensure the flow of organisational information (reporting, campaign information) to Team Leaders and the team Collaborate with the relevant departments to ensure all infrastructure in the Telefundraising department is in good working order (eg computers, headsets, calling software, furniture, air conditioning) Ensure all datasets delivered to the team are managed efficiently and effectively Escalate any software related issues to the relevant department in a timely manner

Compliance with all relevant regulatory laws and practices

Key Metric	How Success is Measured
<p>Compliance with relevant workplace law and Greenpeace policies and ensure that activities have not put Greenpeace into disrepute</p>	<ul style="list-style-type: none"> Abide by and role model Greenpeace Australia Pacific Code of Conduct and related Integrity Policies Ensure that your personal or campaign activities will not bring Greenpeace into disrepute (in case of doubt you will be expected to discuss the issues with the Fundraising and Technology Director). Ensure compliance with all legal and industry regulations

Role Requirements

Skills and knowledge

- Proven capability and experience in leading high performing sales teams
- Exceptional supporter service and team engagement skills, with a focus on delivering excellent supporter experience on every potential donor call

- Be self-driven, have a positive attitude and be able to motivate others.
- Excellent communication and interpersonal skills.
- Passion for the environment and the issues Greenpeace campaigns on.
- Ability to meet fundraising targets and work to tight deadlines.

Experience

- At least 2 years' experience managing an outbound call centre
- Team management experience
- Experience in delivering effective coaching and staff development plans.
- Experience in recruitment of telefundraising staff

Employee Commitment	
Signature:	Date: