

Position Description	
Job Title:	Operations Transformation Manager
Location:	Head Office, Lower Hutt
Reporting to:	Head of Operations
Date:	March 2021

Purpose			
<p>The Operations Transformation Manager is responsible for leading and managing customer engagement experiences & support services workflow design, workforce optimisation, quality assurance, knowledge management, customer engagement data, business intelligence and analytics. This role drives gathering, assessing, and understanding of insights into the inner workings of all operational areas within SmartPayroll, including processes, systems, digital and analytics, management practices, mindset and behaviours, and capabilities. They deliver operational changes and projects, and drive measurable improvements to processes and systems to enable the organisation to perform to its optimum ability.</p>			
Organisation Structure			
Operations Transformation Manager			
Knowledge Management Specialist	Workforce Analyst	Reporting Analyst	Quality Assurance Specialist

Result Area	Activities	KPI's
Operational transformation	<ul style="list-style-type: none"> Coordinate's activity across all operational business lines and functions, challenging existing practices and identifying new and better ways of working making well-informed recommendations to senior stakeholders. Shapes, defines, and evolves the end-to-end target operating model and operational workflow designs. Monitors the integrity of SmartPayroll's operating model and how different parts of the organisation will work well together, ultimately to enable the right customer experience. Utilises change management principles, processes, and tools to focus on driving financial and operational results, as well as behavioural changes. Can identify areas where technology can act as an enabler to improve customer experience 	<ul style="list-style-type: none"> Customer NPS targets met Customer and staff feedback Implementation of key projects in full and on time

	and reduce costs, leveraging our wider Datacom capability to deliver on this.	
Process Improvement & innovation	<ul style="list-style-type: none"> Continually look for ways to improve processes and materials that enhance efficiency and customer experience. Deliver programs and projects as well as technical and business improvement outcomes. Lead, develop and recommend best practice. Develop and implement new policies and procedures relating to Operations, learning & development, Onboarding, and Customer Support processes and systems. Recommend and assist with CRM applications development. Takes a broader and systemic view of technical issues, rather than a detailed and operational approach. Continually seeks to improve knowledge of future/possible technical issues which may impact business operations. 	<ul style="list-style-type: none"> Projects completed in full and on time Timely communication of new and updated processes Documentation accurate and of a high standard
People Leadership	<ul style="list-style-type: none"> Leads cross-functional teams through operational change efforts of varying size and complexity. Provide high quality leadership, building and developing the skill and capability of the team, ensuring alignment with organisation culture and values. Foster teamwork. Provide and build a positive team culture that encourages staff to work co-operatively in a challenging, empathetic, thinking and learning environment. Act positively in the role of change agent. Actively role models and promotes good work practices and work ethic. Collaborate with cross-functional teams to help improve the overall customer experience. Ensure appropriate training and education of staff. 	<ul style="list-style-type: none"> Provide accurate and timely feedback and coaching to staff Regular one on one meetings conducted with direct reports Regular team meetings held Team members have development plans in place Annual performance reviews completed Staff engagement goals set and met
Stakeholder relationship management	<ul style="list-style-type: none"> Develop and nurture relationships with key stakeholders internally such as Sales, Marketing, Finance and Product teams. Develop and nurture relationships with key stakeholders and suppliers such as Datacom. Works closely with internal departments to ensure initiatives are implemented as planned, Service Levels and KPIs are achieved, and remedial action is initiated as required. 	<ul style="list-style-type: none"> Strong relationships developed and positive feedback received

	<ul style="list-style-type: none"> Engage and actively seeks feedback and input from other managers on plans, activities and team performance. To contribute to the overall success of the business by playing an active role in the leadership team. Influence other teams to improve the overall customer experience. 	
Other Duties	<ul style="list-style-type: none"> Carry out other duties as requested 	<ul style="list-style-type: none"> Shows willingness and initiative

Experience & Qualifications

At least 5 years' experience working in a Contact Centre.

Experience managing significant transformation projects or programs.

General understanding of agile and project management methodologies.

Advanced understanding & demonstrated application of contact centre and operations management principles (min 2 years' experience in senior role within a contact centre environment)

Excellent communication skills, particularly written and presentation skills.

Strong numerical skills and financial acumen.

Strong analytical skills with the ability to analyse data and formulate actions based on data.

Ability to manage and lead change within an organisation and team in order to meet business goals and objectives.

Advanced user of Microsoft office suite with aptitude in Project (or similar) Excel, Visio, Power Point and Word.

Well-developed oral, written, and interpersonal skills.

Experience and understanding of core principles of service design and customer experience management desirable.

Administrative knowledge of MS SharePoint desirable.

Experience leading and managing a team desirable.

Bachelor's degree desirable.

Business analysis experience an advantage.

Key Competencies

Unrelentless customer focus – ability to design and deploy process that keeps the customer at the heart

Positive approach – can-do attitude. Energetic and motivating individual.

Customer experience champion, always looking for ways to do better.

Confidently negotiates and influences.

Articulate, excellent communicator and natural collaborator and connector of ideas and people

Results oriented – takes the time to find the win-win in every situation.

Organiser and organised – efficient time management skills.

Strong decision-making skills.

Adaptability to change (as well as being a change agent) and ability to thrive in a constantly changing environment.

Proactive – demonstrates strong initiative & comfortable with high level of autonomy.

Creative thinker.