BPA QUALITY

Role Profile

Job Role
Quality Analyst

Job Family
Operations

Location
Home Based in the UK

Role Purpose

On behalf of our global clients, you will analyse the content of interaction between Customers, Client and Outsourced Contact Centres by evaluating the content of telephone calls and written communication, in the required language and provide accurate and actionable feedback on their service delivery and quality, according to agreed project specifications.

Key Responsibilities

- Provide feedback on adherence to policies and appropriate procedures used to enable Client to deliver outstanding customer service.
- Fully participate in round table and project activities aimed at enhancing Client performance and Customer experience.
- Successfully navigate customer software applications to research appropriate resolution and input evaluation results and comments on to BPA's custom software systems.
- On an on-going basis, use internal feedback for self-development and adhere to all agreed processes associated to the project(s).
- Attend all training required in support of your role and achieve required standards of competence in technical knowledge/ability to enable thorough understanding of client technology.
- Ensure compliance with all up-todate health and safety regulations and procedures maintaining safe working practices and conditions.
- Comply with all BPA policies and procedures and maintain the highest standards of Client and information confidentiality.
- Support the Team Leader by carrying out any additional activities/duties identified as necessary for the role.
- Carry out mystery shopping calls to our clients and provide feedback on how the agents have performed in accordance with the expectations of our clients.

Key Deliverables

- Identify added value intelligence and insight gained through evaluating interactions highlighting actionable improvements in people, product, process and customer outcomes for the client.
- Maintain the highest levels of accuracy in all activities undertaken.
- Ensure all project analysis is completed in a timely manner and in accordance with the project's requirements.

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Measures of Success

- Training completed to required level of competence across multiple lines of business and channels
- Achieves and maintains calibration and QA targets set by the client •
- Achieves and maintains required levels of productivity
- Identifies added value insights and actionable intelligence
- Adopts a flexible approach and responds positively to change requests
- Maintains a positive rapport with team members and the line manager
- Responsibility taken for own self-development and improvement
- Positive feedback received from line manager about performance and behaviour
- Risks and issues identified and escalated to line manager at earliest opportunity
- Maintains required level of concentration and focuses efforts on business outputs
- Demonstrates identified winning behaviours

Skills

- Fluent in English and Hebrew
- Highly effective communication and analytical skills
- Interest in technology and ability to understand and resolve technical issues
- Ability to work to tight targets and deadlines
- Ability to navigate between multiple I.T applications confidently

Knowledge/Qualifications

- Considerable knowledge of and ability to utilise efficiently current word processing, spreadsheet, database, e-mail and internet software
- Adequate level of spoken and written English, to comprehend client training and procedures is essential
- GCSE (A-C) or Equivalent qualifications in English / Languages/ Mathematics essential

Experience/Tenure

- Experience operating in a challenging organisational environment with a requirement to balance differing priorities and demands
- Experience of being measured against performance criteria
- Customer service experience (desirable)
- Degree level education (desirable not essential)

Behaviours

- Flexible approach to change, with a positive attitude to fluctuating workloads
- Ability to positively take on board feedback for improvement

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