

## NSL Supervisor role description

### Purpose of the role

The supervisor role is of critical importance to the quality of service that the National Support Line is able to provide to its many users. Crucially, the supervisor is responsible for supporting the welfare of the line's operators, many of whom are volunteers that have served increasingly complex needs as the line has grown and evolved.

It is also the supervisor's responsibility to ensure that operators are following agreed **processes** at all times, which necessitates a solid understanding thereof and is why it is essential that any candidate for this role has spent some time as an operator previously.

Moreover, as the crucial go-between for operators and the operational support team, it is of the utmost importance that the supervisor maintains clear and consistent communication with both teams whenever on shift. This also means that the supervisor is often the first line of defense against common technical issues that may arise on shift and as such, should be well-versed in all of the necessary systems, chief among them Dynamics365 and Mitel Ignite.

Finally, it is critical that any candidate is professional, punctual, and able to manage their time and attention well.

### This role could be for you if...

- You currently work or have worked as a National Support Line operator and are fully competent and confident in your operator skills.
- You are attentive to the needs of others and able to communicate well with others in and outside of your team.
- You have solid computer skills and are proficient in the required systems, namely Dynamics 365 and Mitel Ignite, as well as other applications like Zoom and Excel.
- You have previously worked in a fast-paced or high-pressure environment and are able to manage your time and attention well.
- You are well-organised, detail-oriented, and able to self-manage where necessary.

### Main responsibilities

#### **Supporting the welfare of operators**

- Providing advice and wellbeing support during briefings, debriefings and on individual basis (over the phone or Zoom).
- Signposting operators to the appropriate sources for additional support if needed.
- Ensuring breaks are taken, operators start and finish on time, and are supported if things are more complicated than expected, i.e. if dealing with a difficult case at the end of the day.

#### **Operational processes**

- Providing advice in line with the NSL processes
- Supporting operators with the use the Operator Manual
- Sharing latest updates with all operators during briefings and debriefings
- Managing call backs and keeping necessary documents up to date (Briefing spreadsheet, Voicemail Spreadsheet).

#### **Time management, punctuality**

- Start approx. 30 minutes before the beginning of shift to approx. 30 minutes after end of shift.
- Monitoring Mitel dashboard, managing operators' breaks and assigning additional tasks.
- Managing briefings and debriefings in time, arranging additional times for part-shift operators.

#### **Technical support**

- Providing first-hand support for technical difficulties and signposting to the training resources or other support channels when necessary (NSL Staff line, IT Support Desk).
- Notifying the NSL Staff team of technical difficulties occurring on the shift.
- Keeping up to date with the systems.

#### **Communication**

- Providing feedback to a group of operators and on individual basis
- Communicating with operators via WhatsApp, Mitel and Zoom.
- Keeping constant communication with the Staff team during the shift (via Mitel, email or WhatsApp).
- Completing the debrief form at the end of shift.