

Meeting Minutes Template

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| **Date** | 07/11/2023 |
| **Time** | 9am |
| **Platform** | Zoom |
| **Session** | Supervisor Meeting |
| **Aim** |  |
| **Attendance** | Clare O, Alan W, Christopher C, Laura P |

Discussion Points

* Plan for Festive Period - Will anyone be available to cover Supervisor roles over this period.
  + Christopher & Alan will confirm.
  + AW - Suggestion to put something in the newsletter confirming opening hours/days and to get people to start thinking about their availability/ the time they can commit during this time.
  + AW – May be a good idea to start communicating this in briefings also.
* Operators attending Meetings & One to Ones during shifts – These are deemed necessary for development and support - Please do reach out to ops support if capacity is low and line is busy, and we can send assistance back. We ask that understanding is given that some meetings are essential and important for call handlers attendance, but we will return call handler where we are able to do so.
  + Understood
* Any difficulties around Lead engagements tasks and meetings? Anything to share with others that might be useful?
  + Takeaway action points – Open lines of communication using an alternative method to get things moving.
  + CC – Will be Making phone calls to those did not attend recent meeting on 2nd November.
* We are looking forward to having NSL training opportunities open up to our wider volunteer team, could you in your respective group catch ups check on interest and have then reach out to Mira or Harshi if they would like to get involved. (Support will be available to upskill in the co-delivery of Support Line Operator Training, Mitel & Dynamics training)
  + CO – question, will Train the Trainer training be offered?
* The case management system is now tested and ready to be launched, OET team will be working on training videos and then will share it for everyone to upskill themselves. Please watch this space for more info re launch dates and training dates.
  + CC - Will this be added to the newsletter?
* Recruitment plan - As you might be aware, UL is coming to an end in Dec, the line will not be operational from 1st January. We are in the process of getting 9 volunteers ready to get on the line asap and will also be looking at 25 more joining us in the new year. The advert will go live with this week, in case you have anyone who might be interested, please let them know.
  + AW - will mention this to come volunteering colleagues
  + CC – Are we upskilling new and existing call handlers on handling future UKL calls?

AOB

* AW - Use of Teams telephony with CR for Storm Ciaran support calls, has sparked conversation among team along with making comparisons to our own Mitel system and the feeling generally is that Teams Telephony is more user friendly and more efficient.
* Brief mention of DRIM soon to be out of commission and OET working hard to seek replacement tool – CC suggest that Supervisors are trained on the tool first and can therefore be om hand to support Operators with the tool.

Actions

* Suggestion for mention of Festive Period cover, opening days, hours in the Newsletter.
* Suggestion to update on upcoming CMS in the Newsletter
* Review training for call handlers around handling UKL related calls, when UKL closes 1st January.