



Role Profile

The Role			
Role Title:	Operational Process Specialist	Reporting to (job):	NCC Performance Manager
Legacy job titles covered by this role profile:	Process and Performance Coordinator	Jobs that typically report into this role:	None
Function / Org Unit	Operational Services	Job Number:	
Base and travel	NCC with occasional travel throughout England and Wales	Band (<i>to be assigned by Reward</i>)	Band B
Role Dimensions			
Number of direct reports	0	Manager/Individual Contributor:	Individual contributor
Number of dotted line reports	10	Budget (Operating/Capital)	None
Total No of Reporting Staff (include all direct and indirect reports)	To be added once above is confirmed	Decision Making Authority & Responsibility for Resources	<ul style="list-style-type: none">• The role is required to make autonomous decisions and implement changes that incur costs of up to £1000 without management oversight (for example, the approval of disputed vet funding to maintain good relations).• Team members have responsibility for the care and proper use of four RSPCA Chromebooks, three RSPCA desktop PCs, an RSPCA networked printer and home working equipment.

			<ul style="list-style-type: none"> • The role acts as a Data Steward; owning the Processing Activities Register for the NCC and responsible for keeping it up to date with any changes to process. • The role has the ultimate responsibility for reporting any Data Protection breaches caused by or identified within the NCC. • The role has responsibility for the maintenance of the NCC Standard Operating Procedures (SOPs)
Working Environment	<ul style="list-style-type: none"> • Standard role is office-based, Covid model requires home lone-working. Future model likely to be a hybrid. • Occasional travel for meetings, presentations, site visits, seminars etc (outside of Covid restrictions) • Occasional weekend, evening and early morning work 		
Role Purpose	<ul style="list-style-type: none"> • Analyses, improves, records and implements process changes to improve overall customer experience, reduce costs and meet the needs of animal welfare; • Maintains and improves the NCC's reputation: <ul style="list-style-type: none"> ◦ Internally with RSPCA stakeholders of all levels, including National Society and the branch and volunteer networks; ◦ With professional third parties and suppliers (e.g. NSPCC, vets, Animal Search UK, Natural England, Cinnamon Trust); • Maintains and improves the RSPCA's reputation: <ul style="list-style-type: none"> ◦ Via investigation and response to National Complaints Procedure service complaints ◦ Via ensuring the provision of service from the NCC reflects the RSPCA's Strategy and Brand Values • Maintains and improves the Partnership working between the RSPCA and Capita • Represents the NCC in key RSPCA Programmes and Projects (e.g. Contact Centre strategy, Wilberforce) and leads on the implementation of elements of these Programmes and Projects (e.g. the piloting and implementation of conversation analysis tools and Webchat, implementation of Sage finance system and SoloProtect lone worker solution) 		

Principal Accountabilities	<ul style="list-style-type: none"> • Implementing system and process changes including root cause analysis, involvement in requirements gathering, impact assessment, the writing of formal Capita change controls, Data Protection Impact Assessments, updating process documentation, reviewing and approving training material, engaging stakeholders and assisting in the coordination of UAT. Examples of these changes are: <ul style="list-style-type: none"> ○ The Covid operating model ○ APHA referral process ○ Severe weather processes ○ Vet funding processes • Acting as a SPOC for the wider Society into the NCC and responding to general NCC Queries • Ad hoc animal welfare and process decision making where RSPCA input is needed and the guidance does not exist for the NCC • Delivering presentations, chair meetings and lead Q&A sessions for a range of stakeholders including RSPCA, Capita and professional third parties • Highlighting any repeated issues with quality or performance to Capita to resolve • Reporting data breaches and taking corrective action • Owning and overseeing the feedback process to and from the NCC • Directing Capita's RSPCA specialist team to complete tasks and ensuring the work is completed within an agreed timeframe • Collating call recordings, gathering call transcriptions and witness statements to support Inspectorate case work
Key Interfaces	<ul style="list-style-type: none"> • Liaises with Junior and Senior, internal and external management (including suppliers and partners) and stakeholders throughout the internal RSPCA departments (e.g. Field Operations, Legal, Data Protection, Finance, Income Generation, IT, Veterinary, Project Management, Science and Policy, Education and Prevention, Press and Social Media, External Relations) to resolve issues, respond to feedback and implement changes to working practices in the NCC • Keeps Junior and Senior internal and external management informed of NCC performance through periodic feedback reporting • Lead presentations and workshops and represent the RSPCA at national conferences
The Person	
Personal Attributes and Key Competencies	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Ability to negotiate and mediate to resolve differences of opinion • Ability to creatively problem-solve

	<ul style="list-style-type: none"> • A curious mind that challenges traditional thinking, isn't afraid to ask questions • Embraces change and is willing to learn and adapt • Continuous improvement mindset • Resilient and able to manage a demanding workload • Skilled at relationship building and communicating with stakeholders of all levels of seniority • Able to conduct meaningful analysis and identify trends
Essential Key Skills, Qualifications & Experience	<ul style="list-style-type: none"> • GCSE English and Maths (or equivalent) • Microsoft Office - proficient in word/excel/powerpoint • Google Apps - Mail, Sheets, Docs, Forms, LucidChart • Experience of working within a call centre environment • Experience of delivering excellent customer service • Able to plan and prioritise own workload • Able to work independently and using own initiative • Works collaboratively as a part of a team • Full, clean driving license
Desirable Key Skills Qualification & Experience	<ul style="list-style-type: none"> • Lean Six Sigma or other process improvement qualification • An understanding of project management and/or business analysis approaches and methodology • Awareness of RSPCA policies, procedures, structures and purpose • Salesforce experience

Creation and Authorisation		
<i>Statements in this Role Profile are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.</i>		
Profile written by: Jarek Lewandowski, Katie Colton, Matthew Rowsley, Emma Farrell, Approved by (operations): Fiona Gerhard	Role: Process and Performance Coordinator NCC Performance Manager Role: Head of Operational Services	Date: 21/01/21 Date: 2/2/21
Approved by (HR):	Role:	Date:
Date Job last evaluated:		