Staff Hub - use of phones and voicemail.

Ensuring a people focussed culture in our organisation to provide the best possible experience and services for our residents, businesses, and visitors.

# Principles

* While the vision for customer contact is “digital first” the reality is we are not quite there yet.
* Answering the phone and using voicemail responsibly can work to your advantage as it is an effective way to build trust.
* We have a Customer Promise that expects staff to provide customer care that reflects our organisational values to listen, trust, care, respect and lead.
* Not answering the phone or responding to voicemails is not an option. This project supports Officers to put people first without disrupting the ability for them to focus on their work.

# Directives

After carrying out extensive research on how phones and voicemail usage within MVDC affects both staff and customers (including getting feedback from team meetings, SLT, BMT, Customer Care Champions and ICT) the following directives are now in place:

* Phone Cover – all customer facing teams must provide phone cover during the hours that CSU is manned (8:30am – 5.00pm including lunch cover).
* Voicemail – with the exception of marketing calls, all messages must be responded to by the end of the following working day. Messages should be up to date and should include the officer’s annual leave, normal working hours and when customers should expect a call back. Voicemail should be treated in exactly the same way as Out Of Office replies in Outlook. It should be clear to a customer when they can expect a call back or who they should contact in an officer’s absence.
* Technology – there will be a link on Molly with quick fire guidance so that staff can easily find how to transfer calls, pick up colleague’s phones and update their voicemail messages etc.
* These directives apply to mobile usage in the same way as they do to desk phones.

# Further Support

CSU welcome all teams at their monthly team meetings to discuss any issues or updates on changes to the service area. This can increase the number of calls being dealt with by CSU at First Point of Contact, as well as reducing the number of unnecessary calls being put through. NB CSU team meetings are held 5-7pm.

If CSU are aware a caller is making a marketing call they will provide the group email address for that service area (rather than giving out an individual’s contact details).

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