

NECCA CATEGORIES AND CRITERIA 2024

We have 21 awards in total, split into 3 levels:

11 Individual Stars, 6 Awesome Teams & 4 Outstanding Organisations

INDIVIDUAL STARS

CUSTOMER SERVICE STAR

INDIVIDUAL STAR

This award seeks to find a motivated frontline **Service Advisor** who consistently delivers outstanding customer service. This can either be via voice or any digital channel. This could include email, SMS, chat, video and social media.

The nominee should describe **What** they have delivered, **How** they achieved it and should demonstrate and articulate the positive **Impact** that their outstanding service has had.

The nominee should also describe what makes them **Stand Out** & why they should win.

The winning individual will have demonstrated outstanding achievement against some, or all, of the following criteria:

Company

Performs exceptionally in all aspects of their role, consistently meeting or exceeding performance objectives whilst achieving required quality and compliance.
Shows commitment and ownership of personal performance.

Customer

Delivers outstanding customer service, consistently meeting or exceeding customer experience and satisfaction targets.
Demonstrates active listening, showing curiosity and empathy to understand the customer.
Shows initiative and looks for ways to constantly improve the customer experience.

Colleague

An influential team member who contributes towards helping other team members development.
Is an active and observant team member that shows care and empathy towards colleagues.
Participates positively to team/centre activities and is passionate about the wellbeing of colleagues.

Role Model

Demonstrates a willingness to go above and beyond.
Acts as a role model for others and has a positive impact on the image of the Contact Centre.
Demonstrates enthusiasm, energy, inspiration and professionalism.

SALES STAR

INDIVIDUAL STAR

This award seeks to find a motivated frontline **Sales Advisor** who consistently adds commercial value to their company whilst delivering outstanding customer service.

The nominee should describe **What** they have delivered, **How** they achieved it and demonstrate and articulate the positive **Impact** that **their** individual sales performance has had.

The nominee should also describe what makes them **Stand Out** & why they should win.

The winning individual will have demonstrated outstanding achievement against some, or all, of the following criteria:

Customer

Delivers outstanding customer service, consistently meeting or exceeding customer experience and satisfaction targets.

Demonstrates active listening, showing curiosity and empathy to understand the customer's needs in order to identify the appropriate solution.

Shows initiative and looks for ways to constantly improve the customer experience.

Company

Performs exceptionally in all aspects of their role, consistently meeting or exceeding performance objectives, demonstrating commercial acumen, whilst achieving required quality and compliance.

Shows a high level of tenacity, confidence, and ambition. Owns personal performance and commits to new goals based on previous success.

Customer

Delivers outstanding customer service, consistently meeting or exceeding customer experience and satisfaction targets.

Demonstrates active listening, showing curiosity and empathy to understand the customer's needs in order to identify the appropriate solution.

Shows initiative and looks for ways to constantly improve the customer experience.

Colleague

An influential team member who contributes towards helping other team members development.

Is an active and observant team member that shows care and empathy towards colleagues. Participates positively to team/centre activities and is passionate about the wellbeing of colleagues.

Role Model

Demonstrates a willingness to go above and beyond.

Acts as a role model for others and has a positive impact on the image of the Contact Centre. Demonstrates enthusiasm, energy, inspiration, and professionalism.

SUPPORT SUPERSTAR

INDIVIDUAL STAR

The award seeks to find a talented **Individual** who can successfully demonstrate their considerable impact and achievements within a support or back-office function such as administration, finance, resource & planning, learning & development, quality, change, audit, compliance, HR, IT or Risk.

The nominee should describe **What** they have achieved, **How** they have achieved it and demonstrate and articulate the positive **Impact** that their service has had.

The nominee should also describe what makes them **Stand Out** & why they should win.

The winning individual will have demonstrated outstanding achievement against some, or all, of these criteria:

Company

Performs exceptionally in all aspects of their role, consistently meeting or exceeding performance objectives, shows commitment and ownership, whilst achieving required quality and compliance.

Displays passion, innovation, and a commitment to meet business challenges, helping front line teams achieve short/medium/ long term success against targets.

Customer

Delivers outstanding customer service to your internal customers, consistently meeting or exceeding internal customer expectations.

Demonstrates active listening, working in partnership with other front and back-office teams to look for ways to constantly improve the customer experience.

Colleague

An influential team member who contributes towards helping other team members development.

Is an active and observant team member that shows care and empathy towards colleagues. Participates positively to team/centre activities and is passionate about the wellbeing of colleagues.

Role Model

Demonstrates a willingness to go above and beyond.

Acts as a role model for others and has a positive impact on the image of the Contact Centre. Demonstrates enthusiasm, energy, inspiration, and professionalism.

CONTACT CENTRE INDUSTRY NEWCOMER **INDIVIDUAL STAR**

The award seeks to celebrate and recognise fresh talent joining the contact centre industry into any role. The **Individual** should be a newcomer to the contact centre industry within the previous 12 months. This can include those undertaking a T Level course, Apprenticeship, or someone who has brought their transferable skills into the industry in a complete career change.

Nominees must be new to the contact centre industry and cannot include those that have changed roles internally or moved from one contact centre to another.

The nominee should describe **What** they have achieved in their time since joining the Contact Centre, **How** they have achieved it and demonstrate and articulate the positive **Impact** that their service has had.

The nominee should also describe what makes them **Stand Out** & why they should win.

The winning individual will have demonstrated outstanding achievement against some, or all, of the following criteria:

Company

Shows dedication understanding, sharing, and showcasing the company values. Performs exceptionally in all aspects of their role, consistently meeting or exceeding performance objectives, whilst achieving required quality and compliance.
Shows commitment and ownership of personal performance.

Customer

Delivers outstanding customer service, consistently meeting or exceeding customer experience and satisfaction targets.
Demonstrates active listening, showing curiosity and empathy to understand the customer and shows initiative and looks for ways to constantly improve the customer experience.

Colleague

Shows dedication to integrating themselves into a new team/company and collaborating with their colleagues.
An influential team member who contributes towards helping other team members development and success. Strong personal commitment to career progression through the Contact Centre industry.

Is an active and observant team member that shows care and empathy towards colleagues. Participates positively to team/centre activities and is passionate about the wellbeing of colleagues.

Role Model

Demonstrates a willingness to go above and beyond.
Demonstrates enthusiasm, energy, inspiration, and professionalism. Acts as a role model showcasing the potential to others the opportunities offered within the Contact Centre industry in the North East.

RESOURCE PLANNING STAR

INDIVIDUAL STAR

The award seeks to find a talented **Individual** who can successfully demonstrate their considerable impact and achievements within a resource planning function. This individual may be someone who works closely with other areas of the organisation such as HR, Operations, L&D, Back office & Recruitment to best resource departments to maximise efficiency and customer experience.

The nominee should describe **What** they have achieved, **How** they have achieved it and demonstrate and articulate the positive **Impact** that their service has had.

The nominee should also describe what makes them **Stand Out** & why they should win.

The winning individual will have demonstrated outstanding achievement against some, or all, of these criteria:

Company

Performs exceptionally in all aspects of their role, consistently meeting or exceeding performance objectives, shows commitment and ownership, whilst achieving required efficiencies, quality, and compliance.

Displays passion, innovation, and a commitment to meet business challenges, helping front line teams achieve short/medium/ long term success against targets.

Customer

Delivers outstanding customer service to your customers, internal & external, ensuring that service levels are exceeded, and efficiencies maximised.

Presents data to operation on shifts and ways to innovate & improve

Demonstrates active listening, working in partnership with other front and back-office teams to look for ways to constantly improve the customer experience.

Works in real time to react appropriately to sudden peaks in resourcing needs to meet internal customer demands and SLA's.

Colleague

An influential team member who contributes towards helping other team members development.

Is an active and observant team member that shows care and empathy towards colleagues. Participates positively to team/centre activities and is passionate about the wellbeing of colleagues, such as scheduling to accommodate time off for colleague development or last-minute requests.

Role Model

Demonstrates a willingness to go above and beyond.

Acts as a role model for others and has a positive impact on the image of the Contact Centre.

Demonstrates enthusiasm, energy, inspiration, and professionalism.

APPRENTICE OF THE YEAR

The award seeks to find an apprentice who is currently undertaking a relevant level of qualification applicable to their role

The nominee should be able to showcase their achievements, contributions, and impact they've made in their organisation.

The nominee should be able to demonstrate role model behaviour and a commitment to personal and professional development. Someone who has achieved outstanding course achievements and is making a positive contribution.

The nominee should describe **how** they have seized training and development opportunities that have been presented to them and sought new opportunities to learn.

The winning individual will have demonstrated outstanding achievement against some, or all, of the following criteria:

Company

Performs exceptionally in all aspects of their role, consistently meeting or exceeding performance objectives, demonstrating commercial acumen, whilst achieving required quality and compliance. Shows a high level of tenacity, confidence and ambition. Owns personal performance and commits to new goals based on previous success.

Customer

Delivers outstanding customer service to internal customers, consistently meeting or exceeding customer experience and satisfaction targets. Demonstrates active listening, showing curiosity and empathy to understand the customers needs in order to identify the appropriate solution. Shows initiative and looks for ways to constantly improve the customer experience.

Colleague

An influential team member who contributes towards helping other team members development. Is an active and observant team member that shows care and empathy towards colleagues. Participates positively to team/centre activities and is passionate about the wellbeing of colleagues.

Role Model

Demonstrates a willingness to go above and beyond. Acts as a role model for others and has a positive impact on the image of the Contact Centre. Demonstrates enthusiasm, energy, inspiration and professionalism

INDIVIDUAL STAR

UNSUNG HERO

INDIVIDUAL STAR

The award seeks to honour an **Individual** working in the contact centre to who is an unsung hero every day.

This award is for those who deserve praise and are not always recognised or noticed for hard work, courage, or great achievements. This unsung hero may simply do the job of being a selfless member of a team. They may be constantly looking for ways to simply help improve or help an individual, team or organisation in any way.

The nominee should describe **What** they have achieved, **How** they have achieved it and demonstrate and articulate the positive **Impact** they have had in the contact centre.

The nominee should also describe what makes them **Stand Out** & why they should win.

The winning individual will have demonstrated outstanding achievement against some, or all, of these criteria:

Company

Enriches the company simply by being there. They display a desire to help others rather than advance their own agendas.

Customer

Delivers outstanding customer service whether this be to internal or external customers, consistently meeting or exceeding expectations.

Demonstrates active listening, working in partnership with other teams across the organisation to constantly look for ways to make a difference to someone's day.

Displays passion and a commitment to helping others.

Colleague

An influential team member who contributes towards helping other team members in any way. Is an active and observant team member that shows care and empathy towards colleagues. Participates positively to team/centre activities and is passionate about the wellbeing of colleagues.

Role Model

Demonstrates a willingness to go above and beyond. Acts as a role model for others and has a positive impact on the image of the contact centre. Demonstrates enthusiasm, energy, inspiration, and professionalism.

SERVICE TEAM LEADER

INDIVIDUAL STAR

This **individual** award seeks to find a truly amazing **Service Team Leader** who continually creates and delivers vision with demonstrable results. The leader will typically have up to 12 direct reports, who handle enquires directly from customers and delivers outstanding customer experiences. This could be a leader in either voice or digital channels.

The nominee should describe **What** they have delivered, **How** they achieved it and demonstrate and articulate the positive impact of their service in the following sections **Company, Customer & Colleague**

The nominee should also describe what makes them **Stand Out** & why they should win.

The winning individual will have demonstrated outstanding achievement against some, or all, of the following criteria:

Company

Leads a team to perform exceptionally in all aspects of their role, consistently meeting or exceeding performance objectives, effectively using customer data and insight to deliver demonstrable results, whilst achieving required quality and compliance.
Focuses on customer experience which results in clear financial benefits to the organisation and drives improvements in other areas of the business (including recruitment, training, management, technology etc).

Customer

Leads a team, takes ownership and role models customer obsession to deliver outstanding customer service, consistently meeting or exceeding customer experience and satisfaction targets.
Implements Initiatives to improve customer satisfaction, challenges processes and procedures to improve customer journey.

Colleague

An inspirational coach and developer of others who builds capability to always achieve the best from others across own team and the wider organisation.
Creates a culture of high engagement, morale, and motivation, through empowerment and involvement. Passionate about the wellbeing of others and genuinely shows care and empathy towards colleagues.

Role Model

Demonstrates a willingness to go above and beyond. Professionally leads their team with enthusiasm, energy, determination, and inspiration.
Acts as a role model for others and has a positive impact on the image of the Contact Centre.
Demonstrates enthusiasm, energy, inspiration, and professionalism.

SALES TEAM LEADER

INDIVIDUAL STAR

This **individual** award seeks to find a truly amazing **Sales Team Leader** who continually creates and delivers vision with demonstrable results. The leader will typically have up to 12 direct reports, who consistently add commercial value to their customers whilst delivering outstanding customer service. This could be a leader in either voice or digital channels.

The nominee should describe **What** they have delivered, **How** they achieved it and is able to demonstrate and articulate the positive impact of their service in the following sections **Company, Customer & Colleague**.

The nominee should also describe what makes them **Stand Out** & why they should win.

The winning individual will have demonstrated outstanding achievement against some, or all, of the following criteria:

Company

Leads a team to perform exceptionally in all aspects of their role, consistently meeting or exceeding performance objectives, effectively using and analysing performance data to deliver demonstrable commercial results whilst achieving required quality and compliance. Demonstrates and practices, credible, customer focused sales techniques that enables the team to have personalised conversations with customers, leading to them identifying the appropriate solution.

Customer

Leads a team, takes ownership and role models customer obsession to deliver outstanding customer service, consistently meeting or exceeding customer experience and satisfaction targets. Implements initiatives to improve customer satisfaction, challenges processes and procedures to improve customer journey.

Colleague

An inspirational coach and developer of others who builds capability to always achieve the best from others across own team and the wider organisation. Creates a culture of high engagement, morale, and motivation, through empowerment and involvement. Passionate about the wellbeing of others and genuinely shows care and empathy towards colleagues.

Role Model

Demonstrates a willingness to go above and beyond. Professionally leads their team with enthusiasm, energy, determination, and inspiration. Acts as a role model for others and has a positive impact on the image of the Contact Centre.

SUPPORT TEAM LEADER

INDIVIDUAL STAR

This award seeks to find a truly amazing **Support Team Leader** who continually creates and delivers vision with demonstrable results. They could lead a team in a support or back-office function such as administration, finance, resource & planning, learning & development, quality, change, audit, compliance, HR, IT or Risk. They will typically have between 2 - 12 direct-line reports and deliver outstanding customer experiences to their internal customers

The nominee should describe **What** they have delivered, **How** they achieved it and demonstrate and articulate the positive impact of their service in the following sections **Company, Customer & Colleague**

The nominee should also describe what makes them **Stand Out** & why they should win.

The winning individual will have demonstrated outstanding achievement against some, or all, of the following criteria:

Company

Leads a team to perform exceptionally in all aspects of their role, consistently meeting or exceeding performance objectives, effectively using customer data and insight to deliver demonstrable results, whilst achieving required quality and compliance.
Focuses on customer experience which results in clear financial benefits to the organisation and drives improvements in other areas of the business (including recruitment, training, management, technology etc).

Customer

Leads a team, takes ownership and role models customer obsession to deliver outstanding customer service, consistently meeting or exceeding customer experience and satisfaction targets.
Implements Initiatives to improve customer satisfaction, challenges processes and procedures to improve customer journey.

Colleague

An inspirational coach and developer of others who builds capability to always achieve the best from others across own team and the wider organisation.
Creates a culture of high engagement, morale, and motivation, through empowerment and involvement. Passionate about the wellbeing of others and genuinely shows care and empathy towards colleagues.

Role Model

Demonstrates a willingness to go above and beyond. Professionally leads their team with enthusiasm, energy, determination, and inspiration.
Acts as a role model for others and has a positive impact on the image of the Contact Centre.
Demonstrates enthusiasm, energy, inspiration, and professionalism.

INSPIRATIONAL LEADER

INDIVIDUAL STAR

This **individual** award seeks to find a truly inspirational **Senior Leader** who continually creates and delivers vision with demonstrable results within their team and organisation. The leader will typically be a head of a business unit or function and are a leading light in the contact centre industry. This category is open to senior leaders in both front office and back-office support roles.

The nominee should describe **What** they have delivered, **How** they achieved it and is able to demonstrate and articulate the positive impact of their service in the following sections
Company, Customer & Colleague

The nominee should also describe what makes them **Stand Out** & why they should win.

The winning individual will have demonstrated outstanding achievement against some, or all, of the following criteria:

Company

Develops strong, clear business plans that ensure delivery of short/medium/long term success against objectives through authentic and inspirational leadership, they galvanize teams to succeed, whilst achieving required quality and compliance.

An influential leader who has a drive and determination to deliver ambitious plans for sustained growth, challenges methods of working to improve performance and value, building relationships with key stakeholders, and maintaining quality and compliance.

Customer

A customer obsessed leader who inspires others to deliver outstanding customer service, consistently meeting or exceeding customer experience and satisfaction targets.

Creates and brings to life the customer vision and strategy, driving initiatives to improve customer satisfaction, challenges processes and procedures to improve customer journey.

Colleague

A forward thinking, inspirational leader renowned for building capability to deliver a high performing organisation and help individual achieve career goals.

Creates a culture of high engagement, morale, and motivation, through empowerment and involvement. Passionate about the wellbeing of others, genuinely shows care and empathy towards colleagues.

Role Model

Demonstrates a willingness to go above and beyond, displaying role model stewardship.

Professionally leads their team with enthusiasm, energy, determination, and inspiration. Acts as a role model for others and has a positive impact on the image of the Contact Centre.

Champions the role of the contact centre within the broader organisation and community. Demonstrates a willingness to go above and beyond.

AWESOME TEAMS

CUSTOMER SERVICE TEAM

AWESOME TEAMS

The award seeks to find a talented **Team** of people who are customer obsessed and can successfully demonstrate their considerable impact and achievements through collective effort and outstanding team working.

The nominated team should describe **What** they have achieved, **How** they have achieved it and demonstrate and articulate their positive impact in the following sections **Company, Customer & Colleague** & how they are **Role Models**.

The nominated team should also describe what makes them **Stand Out** & why they should win.

The winning team will have demonstrated outstanding achievement against some, or all, of these criteria:

Company

You will be expected to describe and evidence how your customer initiatives and focus have positively impacted the Company's commercial performance.
Challenges processes and ways of working to improve Contact Centre (or Customer Service Operation) performance and value.

Customer

Delivers outstanding customer service, consistently meeting or exceeding customer experience and satisfaction targets.
Displays passion, innovation and a commitment to meet business customer challenges, working alongside front and back-office teams to improve overall customer experience. Supports or initiates programmes around recruitment, training, technology etc. that have led to improved customer experiences.

Colleague

You will be expected to describe and evidence how your customer initiatives have positively impacted the colleague engagement and experience.
Helps grow skills and develop capability to achieve career goals.
Creates a culture of high engagement, morale, and motivation, through empowerment and involvement. Passionate about the wellbeing of others and genuinely shows care and empathy towards colleagues.

Role Model

Demonstrates a willingness to go above and beyond.
Acts as a role model for others and has a positive impact on the image of the Contact Centre.
Demonstrates enthusiasm, energy, inspiration, and professionalism.

SALES TEAM

AWESOME TEAMS

The award seeks to find a talented **Team** who deliver strong commercial performance and have a direct impact on the strategic objectives of their organisation. They can successfully demonstrate their considerable achievements through collective effort and outstanding team working. This category can include inbound, outbound, and outsourced sales teams.

The nominated team should describe **What** they have achieved, **How** they have achieved it and demonstrate and articulate their positive impact in the following sections **Company, Customer & Colleague** & how they are **Role Models**.

The nominated team should also describe what makes them **Stand Out** & why they should win

This award prioritises the impact of a team on their company as a whole. The winning team will have demonstrated outstanding achievement against some, or all, of these criteria:

Company

Delivers outstanding sales performance, consistently meeting or exceeding commercial targets, whilst meeting required quality and compliance standards.

Challenges processes and ways of working to improve Contact Centre (or Customer Service Operation) performance and value.

Creates innovative ways to develop new products or services to deliver enhanced commercial value.

Supports or initiates programmes around recruitment, training, technology etc that have led to improved customer experiences.

Customer

You will be expected to describe and evidence how your company initiatives have positively impacted the Customer experience.

Delivers outstanding customer service, consistently meeting or exceeding customer experience and satisfaction targets.

Colleague

You will be expected to describe and evidence how your company initiatives have positively impacted the colleague engagement and experience.

Creates a culture of high engagement, morale, and motivation, through empowerment and involvement. Passionate about the wellbeing of others and genuinely shows care and empathy towards colleagues.

Role Model

Demonstrates a willingness to go above and beyond.

Acts as a role model for others and has a positive impact on the image of the Contact Centre.

Demonstrates enthusiasm, energy, inspiration, and professionalism.

SUPPORT TEAM

AWESOME TEAMS

The award seeks to find a talented **Team** of people who are obsessed with exceeding the expectations of their internal customers and can successfully demonstrate their considerable impact and achievements through collective effort and outstanding team working.

This category includes all teams who are working in a support or back-office function, such as those working in administration, resource & planning, finance, learning & development, quality, change, audit, compliance, HR, IT or Risk.

The nominated team should describe **What** they have achieved, **How** they have achieved it and demonstrate and articulate their positive impact in the following sections **Company, Customer & Colleague** & how they are **Role Models**

The nominated team should also describe what makes them **Stand Out** & why they should win

The winning team will have demonstrated outstanding achievement against some, or all, of these criteria:

Company

You will be expected to describe and evidence how your team's role or initiatives have positively impacted the Company's commercial performance.
Challenges processes and ways of working to improve Contact Centre (or Customer Service Operation) performance and value.

Customer

Delivers outstanding customer service, consistently meeting or exceeding customer experience and satisfaction targets. Internal or external customers.
You will be expected to describe and evidence how your initiatives have positively impacted the customer experience.

Colleague

Displays a passion, innovation and a commitment to working with internal colleagues, supporting frontline and meeting business colleague challenges, working alongside front and back-office teams.
Supports or initiates programmes around recruitment, training, technology etc that have led to improved colleague engagement and performance.

Creates a culture of high engagement, morale and motivation, through empowerment and involvement.
Passionate about the wellbeing of others and genuinely shows care and empathy towards colleagues.

Role Model

Demonstrates a willingness to go above and beyond.
Acts as a role model for others and has a positive impact on the image of the Contact Centre.
Demonstrates enthusiasm, energy, inspiration, and professionalism.

LEARNING & DEVELOPMENT TEAM

AWESOME TEAMS

The award seeks to find a talented **Team** of people who are responsible for delivering training and development programmes in their organisation. Responsibility for initiatives that foster employee growth, enhance skills and ultimately drive both individual and organisational success.

The team must demonstrate a clear strategy for developing colleagues, alongside in-depth knowledge of methodologies and L&D techniques. They will be able to demonstrate the impact that they have had on the organisation in the last 12mths.

This category includes teams who deliver frontline, induction, ongoing, mentoring, academy and strategic .

The nominated team should describe: **What** they have achieved, **How** they have achieved it and demonstrate and articulate their positive impact in the following sections **Company, Customer & Colleague** & how they are **Role Models**

The nominated team should also describe what makes them Stand Out & why they should win.

The winning team will have demonstrated outstanding achievement against some, or all, of these criteria:

The nominated team should also describe what makes them **Stand Out** & why they should win

The winning team will have demonstrated outstanding achievement against some, or all, of these criteria:

Company

You will be expected to describe and evidence how your team's role or initiatives have positively impacted the Company's commercial performance. Challenges processes and ways of working to improve Contact Centre (or Customer Service Operation) performance and value.

Customer

Delivers outstanding customer service, consistently meeting or exceeding customer experience and satisfaction targets. Internal or external customers. You will be expected to describe and evidence how your initiatives have positively impacted the customer experience.

Colleague

Displays a passion, innovation and a commitment to working with internal colleagues, supporting frontline and meeting business colleague challenges, working alongside all teams. Supports or initiates programmes around recruitment, training, technology etc that have led to improved colleague engagement and performance.

Creates a culture of high engagement, morale and motivation, through empowerment and involvement.

Passionate about the wellbeing of others and genuinely shows care and empathy towards colleagues.

Role Model

Demonstrates a willingness to go above and beyond. Acts as a role model for others and has a positive impact on the image of the Contact Centre. Demonstrates enthusiasm, energy, inspiration, and professionalism.

COMPLAINTS TEAM

AWESOME TEAMS

The award seeks to find a talented **Team** of people who are responsible for managing customer complaints in their organisation.

The team must demonstrate a clear strategy of how they are working with the rest of the organisation to reduce complaint volumes, timescales, redress and creating opportunities to improve customer journeys. They will be working within a clear and defined framework, with SLA's and any regulatory requirements.

They will have processes in place to analyse data and demonstrably used the insight to drive improvements across the contact centre and wider organisation to improve the overall customer experience in the last 12 months.

The nominated team should describe: **What** they have achieved, **How** they have achieved it and demonstrate and articulate their positive impact in the following sections **Company, Customer & Colleague** & how they are **Role Models**

The nominated team should also describe what makes them Stand Out & why they should win.

The winning team will have demonstrated outstanding achievement against some, or all, of these criteria:

The nominated team should also describe what makes them **Stand Out** & why they should win

The winning team will have demonstrated outstanding achievement against some, or all, of these criteria:

Company

You will be expected to describe and evidence how your team's role or initiatives have positively impacted the Company's commercial performance.
Challenges processes and ways of working to improve Contact Centre (or Customer Service Operation) performance and value.

Customer

Delivers outstanding customer service, consistently meeting or exceeding customer experience and satisfaction targets. Internal or external customers.
You will be expected to describe and evidence how your initiatives have positively impacted the customer experience.

Colleague

Displays a passion, innovation and a commitment to working with internal colleagues, supporting frontline and meeting business colleague challenges, working alongside all teams. Supports or initiates programmes around recruitment, training, technology etc that have led to improved colleague engagement and performance.

Creates a culture of high engagement, morale and motivation, through empowerment and involvement.

Passionate about the wellbeing of others and genuinely shows care and empathy towards colleagues.

Role Model

Demonstrates a willingness to go above and beyond. Acts as a role model for others and has a positive impact on the image of the Contact Centre. Demonstrates enthusiasm, energy, inspiration, and professionalism.

RESOURCE PLANNING TEAM

AWESOME TEAMS

The award seeks to find a talented **Team** of people who are responsible for all aspects of planning in their organisation.

This category includes teams who plan and deliver for the frontline and Customers across the Contact Centre. The team can include multi channels(Voice, Social, Digital, Email, Correspondence, Payments & Billing)

The team must demonstrate a clear view of how they are working with the rest of the organisation to provide multi-channel forecasts, plan work and resources, provide real time information that supports the organisation to achieve SLA's and key metrics.

The nominated team should describe: **What** they have achieved, **How** they have achieved it and demonstrate and articulate their positive impact in the following sections **Company, Customer & Colleague** & how they are **Role Models**

The nominated team should also describe what makes them Stand Out & why they should win.

The winning team will have demonstrated outstanding achievement against some, or all, of these criteria:

The nominated team should also describe what makes them **Stand Out** & why they should win

The winning team will have demonstrated outstanding achievement against some, or all, of these criteria:

Company

You will be expected to describe and evidence how your team's role or initiatives have positively impacted the Company's commercial performance.

Challenges processes and ways of working to improve Contact Centre (or Customer Service Operation) performance and value.

Customer

Delivers outstanding customer service, consistently meeting or exceeding customer experience and satisfaction targets. Internal or external customers.

You will be expected to describe and evidence how your initiatives have positively impacted the customer experience.

Colleague

Displays a passion, innovation and a commitment to working with internal colleagues, supporting frontline and meeting business colleague challenges, working alongside all teams. Supports or initiates programmes around recruitment, training, technology etc that have led to improved colleague engagement and performance.

Creates a culture of high engagement, morale and motivation, through empowerment and involvement.

Passionate about the wellbeing of others and genuinely shows care and empathy towards colleagues.

Role Model

Demonstrates a willingness to go above and beyond. Acts as a role model for others and has a positive impact on the image of the Contact Centre. Demonstrates enthusiasm, energy, inspiration, and professionalism.

OUTSTANDING ORGANISATIONS

OUTSOURCED CONTACT CENTRE OF THE YEAR OUTSTANDING ORGANISATIONS

This award seeks to find an **Outsourced or BPO Contact Centre** which has performed to the highest standards during the last 12 months. The outsourcer will have provided outstanding service to its client(s) and demonstrated consistent service excellence throughout the period.

The outsourcing provider will have offered commercial value to their client relationships whilst maintaining and developing a strong commitment to staff development and supporting a positive future for the sector.

The nominated organisation should describe **What** they have achieved, **How** they have achieved it and demonstrate and articulate the positive impact of their service in the following sections **Company, Customer, Colleague, Community** & how they are **Role Models** for the industry.

The nominated organisation should also describe what makes them **Stand Out** & why they should win.

The winning organisation will have demonstrated outstanding achievement against some, or all, of the following criteria:

Company

Demonstrates a strong partnership with the clients and delivers a strong financial performance. Ensures alignment of the outsourcing/BPO business whilst growing the client's business and achieving the required quality and compliance standards.

Develops strong, clear business plans that ensure delivery of short/medium/long term success against objectives, consistently meeting or exceeded performance targets. Delivery of ambitious plans for sustained growth, challenging methods of working to improve performance and gain new clients and value whilst building relationships with key stakeholders and maintaining quality & compliance.

Customer

Demonstrates how the outsourcer has positively impacted the client's customer journey and experience. Creates and brings to life the customer vision & strategy, driving initiatives to improve customer satisfaction, challenges processes and procedures to improve customer journey. Delivers outstanding customer service, consistently meeting or exceeding customer experience & satisfaction targets.

Colleague

Demonstrates how the corporate culture of the organisation positively impacts on staff engagement, business performance and client relationship. A forward-thinking outsourcing provider that builds capability and skills to deliver a high performing organisation & help individuals achieve career goals.

Actively manages attrition – Lowers overall but measures internal attrition through career development & lowering early attrition to improve perception.

Creates a culture of high engagement, morale & motivation, through empowerment and involvement. Passionate about the wellbeing of others & genuinely shows care and empathy towards colleagues.

Creates a genuinely supportive DEIB culture.

Community

Champions the role of the outsourced contact centre within the broader organisation and community. Displays a positive impact on the local community by improving and advancing the economic, environmental and/or social conditions within the area.

This category offers an opportunity to showcase the outsourcers corporate social responsibility campaigns, fundraisers, and sustainability initiatives.

Role Model

Demonstrates a willingness to go above and beyond.

Acts as a role model for an outsourcer/BPO business in the contact centre community and has a positive impact on the brand of the client contact centre.

Champions Contact Centres as a career of choice internally & externally

Demonstrates enthusiasm, energy, inspiration, and professionalism.

PEOPLE CENTRIC ORGANISATION OUTSTANDING ORGANISATIONS

This award seeks to find an **Organisation** that puts their people at the heart of their business. The winning organisation will demonstrate how developing, nurturing and protecting their workforce has led to improved organisational performance and a happier workplace.

We are looking for organisations to demonstrate their people centric agenda against a few key areas:

Employee Engagement & Development **Diversity, Equity, Inclusion & Belonging** **Health & Wellbeing** **Flexible Working**

Nominees will have a good understanding of the impact that strong employee engagement has on the performance of their team / organisation, and on the levels of service provided to their customers. Takes a proactive approach to designing and embedding a positive employee experience as an essential part of their HR Strategy. Opens the door to feedback (both negative and positive) and creates an agile approach to employee experience, learning from this and evolving and developing their approach. Can articulate initiatives that have a direct impact on employee engagement results, attrition and sickness levels

Organisations should be able to demonstrate how they have introduced effective and innovative approaches to embed a culture of Diversity, Equity, Inclusion & Belonging in the Contact Centre. The organisation will be able to demonstrate their DEIB strategy including communication, training, and process improvement to evidence that they have created an environment where everyone feels they belong and are able to thrive regardless of race, ethnicity, gender, sexuality, age, religion, or disability.

Organisations will have successfully implemented a health & wellbeing programme across their organisation. The organisation will be measured against how successful the programme has been implemented, the benefits that are being realised across the contact centre and the impact the programme is having on colleague engagement measures.

Organisations are invited to describe their flexible working / homeworking programme. The nomination will be measured against the successful implementation of the model and the benefits that are being realised across efficiency and effectiveness, customer experience and colleague experience. Organisations will be able to demonstrate the impact that programme has had on their overall culture and business model.

The nominated team should describe **What** they have achieved, **How** they have achieved it and demonstrate and articulate their positive impact on the above 4 areas & how they are **Role Models**

The nominated organisation should also describe what makes them **Stand Out** & why they should win

CONTACT CENTRE OF THE YEAR UNDER 250 SEATS OUTSTANDING ORGANISATIONS

This award seeks to find a **Contact Centre** that demonstrates leading practice for all their stakeholders. The judges will focus on key aspects of your contact centre and for this reason, you may enter on a per site basis (i.e., any contact centre operation with less than 250 seats in any particular site in the North East may enter this award and we can accept more than one entry per organisation to reflect these different sites).

NB: The size criteria refer to the specific call centre operation, not the wider organisation it may form part of.

The nominated Organisation should describe **What** they have achieved, **How** they have achieved it and demonstrate and articulate the positive impact of their service in the following sections **Company, Customer, Colleague, Community** & how they are **Role Models** for the contact centre industry.

The nominated organisation should also describe what makes them **Stand Out** & why they should win

The winning team will have demonstrated outstanding achievement against some, or all, of these criteria:

Company

Develops strong, clear business plans that ensure delivery of short/medium/long term success against objectives, consistently meeting or exceeded performance targets.

Delivery of ambitious plans for sustained growth, challenging methods of working to improve performance and value whilst building relationships with key stakeholders and maintaining quality & compliance.

Customer

Creates and brings to life the Customer Vision & strategy, driving initiatives to improve customer satisfaction, challenges processes and procedures to improve customer journey.

Delivers outstanding customer service, consistently meeting or exceeding customer experience & satisfaction targets.

Colleague

A forward-thinking Contact Centre that builds capability and skills to deliver a high performing organisation & help individual achieve career goals, evidenced by decreased attrition & sickness and increased employee engagement.

Actively manages attrition – Lowers overall but measures internal attrition through career development & lowering early attrition to improve perception of the industry.
Creates a culture of high engagement, morale & motivation, through empowerment and involvement. Passionate about the wellbeing of others & genuinely shows care and empathy towards colleagues.

Creates a genuinely supportive DEIB culture

Community

Champions the role of the contact centre within the broader organisation and community.
Displays a positive impact on the local community by improving and advancing the economic, environmental and/or social conditions within the area
This category offers an opportunity to showcase your corporate social responsibility campaigns, fundraisers, and sustainability initiatives.

Role Model

Demonstrates a willingness to go above and beyond, displaying role model Stewardship
Acts as a role model in the Contact Centre Community, often sharing best practices and learning from others.

Champions Contact Centres as a career of choice internally & externally
Demonstrates enthusiasm, energy, inspiration, and professionalism.

CONTACT CENTRE OF THE YEAR OVER 250 SEATS OUTSTANDING ORGANISATIONS

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NB: The size criteria refer to the specific call centre operation, not the wider organisation it may form part of.

The nominated Organisation should describe **What** they have achieved, **How** they have achieved it and demonstrate and articulate the positive impact of their service in the following sections **Company, Customer, Colleague, Community** & how they are **Role Models** for the contact centre industry.

The nominated organisation should also describe what makes them **Stand Out** & why they should win

The winning team will have demonstrated outstanding achievement against some, or all, of these criteria:

Company

Develops strong, clear business plans that ensure delivery of short/medium/long term success against objectives, consistently meeting or exceeded performance targets.
Delivery of ambitious plans for sustained growth, challenging methods of working to improve performance and value whilst building relationships with key stakeholders and maintaining quality & compliance.

Customer

Creates and brings to life the Customer Vision & strategy, driving Initiatives to improve customer satisfaction, challenges processes and procedures to improve customer journey.
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