

NECCA CATEGORIES AND CRITERIA 2023

We have 18 awards in total, split into 3 levels:

11 Individual Stars, 3 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** sales 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:

Customer

Delivers outstanding customer service, 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.

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 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.

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 anyone who is a newcomer to the Contact Centre Industry. They should have 12 months in a role in the Contact Centre. This Newcomer to industry category is relevant for individuals of any age who join in any role, and can include those undertaking an apprenticeship. This award may be someone who is starting their first role, advancing their career in a new business or someone who has had a complete career change. It cannot be someone who has changed roles within an organisation.

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, Backoffice & 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.

EQUALITY, DIVERSITY, INCLUSION & BELONGING CHAMPION

INDIVIDUAL STAR

The award seeks to find a talented **Individual** who can successfully demonstrate their considerable impact and achievements on the Contact Centres agenda for Equality, Diversity, Inclusion & Belonging

Nominees for this category will be able to demonstrate that they are championing a culture of diversity, equality and inclusion in the Contact Centre. They will have personally led and implemented initiatives that contribute to a successful DEIB strategy. They may have delivered improvements through raising awareness internally, improving processes or increasing engagement. They should demonstrate they are contributing to an environment where everyone feels valued and safe.

The nominee should describe **What** they have achieved, **How** they have achieved it and demonstrate and articulate the positive **Impact** they have had on the DEIB culture.

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. Can evidence their contribution to the Organisations successful DEIB culture

Customer

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

Demonstrates active listening, working in partnership with other teams across the organisation to look for ways to constantly improve and champion, Equality, Diversity, Inclusion & Belonging.

Displays passion for innovation and a commitment to championing the DEIB agenda, helping all colleagues

Colleague

An influential champion who contributes towards driving a successful DEIB culture in the Contact Centre making everyone feeling valued and included

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.

UNSUNG HERO

INDIVIDUAL STAR

The award seeks to honour the everyday hero's working in our Contact Centres and ensure they know how appreciated they are.

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 imply 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 to your internal customers, consistently meeting or exceeding internal customer expectations.

Demonstrates active listening, working in partnership with other teams across the organisation to look for ways to constantly anyone's life.

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 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 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 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 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 teams 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.

OUTSTANDING ORGANISATIONS

OUTSOURCED CONTACT CENTRE OF THE YEAR OUTSTANDING ORGANISATIONS

This award seeks to find an **Outsourcing Contact Centre** which has performed to the highest standards during the last 12 months. The Outsourcer will have provided an 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**

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 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 clients 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 Outsourcer that builds capability and skills to deliver a high performing

organisation & help individuals achieve career goals.
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.

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 a Outsourcers in the Contact Centre Community and has a positive impact on the brand of the client contact centre.
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 **Equality, Diversity, 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.

Organisations should be able to demonstrate how they have introduced effective and innovative approaches that have created a culture of diversity & inclusion in the Contact Centre. The organisation will be able to demonstrate their Diversity & Inclusion strategy including communication & training and evidence that they have created an environment where everyone feels valued, 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 refers 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**

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.

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.

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
Demonstrates enthusiasm, energy, inspiration and professionalism

CONTACT CENTRE OF THE YEAR OVER 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 more 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 refers 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**

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.

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.

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 communities 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
Demonstrates enthusiasm, energy, inspiration and professionalism