

CCA Excellence Awards 2017

Category: Professional of the Year

About this Award

The categories for Professional of the Year: Agent, Support Professional and Team Leader have been merged into one single category.

This Award will be presented to the individual who is able to best demonstrate their commitment to delivering excellent customer. They will also be able to demonstrate a passion for dealing with colleagues and customers alike and have an ability to adapt to the customer's individual needs, positively impacting the customer experience and business objectives.

Submissions will demonstrate how the organisation invests in the individual ensuring ongoing and continual professional development. Evidence will also be required of ongoing regular assessment ensuring skills are maintained and refreshed. Development plans will display individual and business objectives with a clear demonstration that the individual understands these objectives.

How your submission will be scored

- A weighting is attached to each section scored (and each sub-section within it) to indicate its importance to the overall submission and help you focus your efforts. This weighting has been indicated in the application form and guidelines.
- It is **mandatory** that submissions be grouped as per the subject headings numbered 1 to 4 below and sub-sections must be answered in sequence within each section.
- The word count for this submission should be **no more than 2,000 words** per submission for sections 2-4. Section 1: About the Organisation is excluded from the total word count and is not judged. **Please note that judges have been advised they can penalise or even exclude entries from this category if the stated word count is exceeded by 10%.**
- Any sub-sections not answered will be allocated with a score of 0. It is therefore advisable to always provide an answer.
- Submissions based on fact rather than anecdotal comment will be scored higher.
- Submit your entry via the online submission tool : www.cca-global.com

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POINTS ALLOCATION

You will be allocated between 1-5 points for each section of the award and each sub-section within it i.e. a,b,c,d etc. Submissions should be evidence-based (no supporting documentation required at this stage) and judged on planning, implementation, consistency, involvement, learning and flexibility.

Points	Reason
1	There is no evidence of a systematic approach. Presentation is based on anecdote. Deployment and consistency are not evident. Activities are reactive. There is no clear goal. Cooperation between units or groups is not evident.
2	There is some evidence that the concept of a systematic approach is evident. Deployment has been considered but there is little evidence of implementation across all relevant units. Evidence of a proactive approach is anecdotal. Some evidence of other units being considered is apparent. Measurement has been considered and is in place. There is evidence measurement is understood and contributes to the goal.
3	Clear evidence of a systematic approach is demonstrated. Deployment is evidenced but there is some suggestion that it is not universal. There is some evidence that the organisation is learning because of the approach and deployment. There are early signs of evaluation taking place in a consistent manner.
4	The approach is systematic and responsive to multiple requirements. Its effectiveness is measured and plans are revisited and refined on a regular basis. Deployment is communicated across the whole organisation. There is clear evidence that the organisation is learning and applying lessons across the whole operation.
5	The approach is evidenced as systematic, responsive to multiple requirements and effective. Deployment and integration are clearly universal and there is a fact based systematic evaluation system in place which influences how the approach is progressed.

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Section 1: About the Organisation *(Not judged)*

The purpose of this section is to allow judges to form a picture of the organisation. Examples, where appropriate, may be helpful and should be directly related to the provision of excellent customer service.

- a) Briefly identify the organisation's Purpose, Mission and Values.
- b) What challenges are faced in the current climate?
- c) Identify the main services and all of the channels used to deliver them to customers including whether they are in-house or outsourced.
- d) Identify excellent customer service within the organisational culture.
- e) Briefly identify how you measure success for individuals in the organisation.
- f) What is the organisation's approach to corporate social responsibility?

Section 2: About the Individual *(Weighting: 50%)*

The purpose of this section is to provide judges with insight into how the individual's targets are set and how they meet their targets in order to deliver excellent customer service in a professional and timely manner, while using initiative to exceed customer and business expectations.

Use this section to identify other awards related to the excellence of the nominee's work.

Personal Statement – use this section to describe the individual, including their role and the customers they deal with.

(Maximum of 250 words, excluded from the total word count)

Describe the individual, citing examples from the areas of:

- a) Initiative
- b) Innovation
- c) Efficiency and accuracy
- d) Co-operation/collaboration
- e) Dedication
- f) Equal Opportunity
- g) Customer service specific activity

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Section 3: Individual's performance in the working environment (*Weighting: 30%*)

The purpose of this section is to allow the judge to understand how the environment the individual works in contributes to them delivering excellent customer service. Section e should provide an insight into the individual's work/life balance.

Describe, citing examples, the impact of the individual on:

- a) Peer group
- b) Organisation
- c) Customers and overall customer experience
- d) Suppliers
NB If you work for a third-party provider/outsourcing organisation, it is acceptable to refer to internal suppliers here such as: other departments within the business e.g. marketing, back office, IT etc
- e) Work/life balance

Section 4: Summary (*Weighting: 20%*)

Summarise how and why you think the individual consistently delivers excellent customer service.

If there are any key individual activities involving customer service or team support not provided for above, please identify them here.

PLEASE NOTE THAT THIS DOCUMENT IS FOR INFORMATION ONLY. ALL ENTRIES SHOULD BE SUBMITTED VIA THE ONLINE SUBMISSION TOOL AVAILABLE AT:

www.cca-global.com