**Nomination Form**

**TEAM OF THE YEAR - COLLEAGUE**

**Nominee’s Details**

|  |  |
| --- | --- |
| **Name of Nominated Team** |  |
| **Email Address** |  |
| **Best Contact Number** |  |
| **Digital Photo of Team** | \* Please attach a digital photo of the nominee when you submit your application via email. This is part of the nomination process. |

**Nominated by**

|  |  |
| --- | --- |
| **Name** |  |
| **Job Title** |  |
| **Company** |  |
| **Email Address** |  |
| **Best Contact Number** |  |
| **Line Manager Name** |  |
| **Line Manager Approval** | Yes/No |

All correspondence regarding this nomination will be sent to the Nominator.

**Statement on the impact of Covid-19**

2020 has become a highly challenging year for Contact Centres, with Covid-19 having an unprecedented impact on all aspects of operations. The incredible hard work that has taken place in the face of extremely difficult conditions means that NECCA’s mission to recognise, honour and celebrate all those unsung heroes of our industry is more important than ever.

The judging team understands that organisations, teams and individuals have been continuing with service delivery in a very demanding environment. This will be taken into account across all aspects of the judging process, so please use your nomination to inform us how you have reacted, adapted, responded and performed throughout the lockdown period, for example specific ways you have maintained service quality / responsiveness.

Remember also that nominations for this year’s awards cover the period from September 2019 – July 2020, so you should also refer to the nominee’s performance prior to the crisis.

**Guidance on Entering**

* All entries will be scored against the category criteria outlined below.
* Before beginning to complete this form, we recommend you read the criteria and download and read the nomination toolkit from the resources page of the website. The toolkit contains all the information you need about the judging and application process, and valuable advice on entering. Please download this document and refer to it while completing your submission: [www.necca.co.uk/resources](http://www.necca.co.uk/resources)
* Please also ensure you sign up to the mailing list via the website for updates and news on the awards: [www.necca.co.uk](http://www.necca.co.uk)
* If at any point during the nomination process, you have any questions or queries don’t hesitate to contact Laura Rushton who is your main point of contact for nominations and will be happy to advise: laura@projects-studio.co.uk / +44 07721 663769
* Completed nominations should be emailed to laura@projects-studio.co.uk. Please state the name of the nominated individual, team or contact centre and award applied for in BLOCK CAPITALS in the subject line, and attach any supporting documents as outlined below.
* Nominations will be accepted from **18 May 2020,** with a deadline of **5pm on 31 July 2020**. The shortlist will be announced **21 September 2020.**
* **The Awards Ceremony will take place on Friday 20th November 2020.**

**Your Submission**

* Please complete sections 1 - 5 for each award category.
* If you are making more than one nomination, please submit a separate form.
* Ensure you are familiar with the word count in each section. You will not be able to exceed this so please use this wisely to showcase your achievements.
* Bullet points are acceptable.
* Section 1 of submission is not scored. Sections 2, 3,4 and 5 are scored.

**Include in your submission:**

* Evidence of impact and achievements through the team’s efforts and exceptional customer service experience. (In form)
* Details and results of any training, technology, community-based initiative etc.
* Customer, management quotes and feedback. (Use separate attachment as necessary)
* Details of recent external accreditation or recognition. (Use attachments as necessary)
* A hi-res JPEG/PNG version of your company logo. (Use attachments as necessary)
* A digital photograph of the team that may be used as part of the Awards Programme. (Please attach to email submission)

**Criteria**

**TEAM OF THE YEAR - COLLEAGUE**

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

They should describe **What** they have achieved, **How** they have achieved it and demonstrate and articulate their **positive impact** in four areas **customer, company, colleague** and **conduct**.

**This award prioritises the impact of a team on other colleagues within the organisation.**

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

**Colleague**

* Displays a passion, innovation and a commitment to make the colleague experience a more positive one, 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.

**In addition, the judges will also consider the team’s impact in these other areas**

**Company**

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

**Conduct**

* Demonstrated 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.

**Section 1: About the Nominated Team** (This section is not scored)

Where does the nominated team work? What does that organisation do? What is the nominee’s role within the organisation? (max 150 words)

ENTER YOUR TEXT IN THE BOX BELOW.

**Section 2: What did the Team achieve?**

What did the nominated team achieve in the last 12 months? (max 200 words).

ENTER YOUR TEXT IN THE BOX BELOW.

**Section 3: How did the Team achieve what they did?**

Please describe how the team achieved what they did? (max 200 words).

ENTER YOUR TEXT IN THE BOX BELOW.

**Section 4: Describe the Impact of the Team’s work.**

Please describe the impact of their work, particularly on colleagues. Where relevant, you can also describe the team’s impact on customers and company. How did they conduct themselves during this time?

ENTER YOUR TEXT IN THE BOX BELOW

|  |
| --- |
| **COLLEAGUE** (300 words) |
| **COMPANY** (100 words) |
| **COMMUNITY** (100 words) |
| **CONDUCT** (200 words) |

**Section 5: Why should this Team be crowned the North East Contact Centre 2020 – Team of the Year - Colleague?** (max 200 words).

Please describe why you feel that this Team should be “Team of the Year - Colleague”?

ENTER YOUR TEXT IN THE BOX BELOW