**Nomination Form**

**CONTACT CENTRE OF THE YEAR**

**50 – 250 SEATS**

**Nominee’s Details**

|  |  |
| --- | --- |
| **Name of Nominated Organisation** |  |
| **Email Address** |  |
| **Best Contact Number** |  |
| **ORGANISATION LOGO** | \* Please attach a high-resolution version of the organisation’s logo in either PNG or JPEG format as an attachment when you submit your form 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 organisation’s achievement over the past 12 months. (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)

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**Criteria**

**CONTACT CENTRE OF THE YEAR 50 - 250 SEATS**

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 50 - 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.

They should describe **What** they have achieved, **How** they have achieved it and demonstrate and articulate the **positive impact** of their service in five sections **customer, company, colleague, community and conduct.**

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

**Customer**

* Creates and brings to life the Customer Vision and 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 and satisfaction targets.

**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 and compliance.

**Colleague**

* A forward-thinking Contact Centre that builds capability and skills 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 and genuinely shows care and empathy towards colleagues.

**Conduct**

* Demonstrates a willingness to go above and beyond, displaying role model Stewardship.
* Interacts with enthusiasm, energy and determination.

**Community**

* Champions the role of the Contact Centre within the broader organisation and community.
* Displays a positive impact on the environment around them by improving and advancing the economic, environmental and/or social conditions within the communities they impact or interact with.
* This category offers an opportunity to showcase your corporate social responsibility campaigns, fundraisers, sustainable initiatives.
* Demonstrates a willingness to go above and beyond, displaying role model Stewardship. Interacts with enthusiasm, energy and determination.

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

Where is the nominated organisation based? What does that organisation do? (max 150 words)

ENTER YOUR TEXT IN THE BOX BELOW.

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

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

ENTER YOUR TEXT IN THE BOX BELOW.

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

Please describe how did the Organisation achieve what they did? (max 200 words).

ENTER YOUR TEXT IN THE BOX BELOW.

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

Please describe the impact of their work on their customers, colleagues, company and community. How did they conduct themselves during this time? (max 200 words in total in each section).

ENTER YOUR TEXT IN THE BOX BELOW

|  |
| --- |
| **CUSTOMER** (200 words) |
| **COLLEAGUE** (200 words) |
| **COMPANY** (200 words) |
| **CONDUCT** (200 words) |
| **COMMUNITY** (200 words) |

**Section 5: Why should this Organisation be crowned North East Contact Centre of the Year – 50 – 250 Seats?** (max 200 words).

Please describe why you feel that this Organisation should be “Contact Centre of the Year – 50 – 250 Seats”?

YOUR TEXT IN THE BOX BELOW