

South West Contact Centre Awards

Simon Burrough – Best Customer Service Representative

Dealer Contact Services – Motability Operations

Motability Operations is a not-for-profit company that runs the Motability car Scheme – the largest fleet operator in the UK, and the biggest supplier of used cars to the trade. Motability Operations currently works with 4,500 new car dealers, to ensure that 620,000 disabled people across the UK are given a ‘worry –free’ motoring package suitable for their mobility needs.

Within Motability, Dealer Contact Services (DCS) are responsible for providing first class customer service to our Dealer network.

About Simon - Simon’s day to day role is focused on supporting our Dealership network in placing applications for new and renewing Motability customers. He goes above and beyond in delivering an exceptional customer service experience and also thinks of the impact his advice has on the rest of the department. Simon’s results alone show why he is a deserved candidate for this award. Simon’s call quality is always of a very high standard, he consistently excels all his monthly targets, & along with the core values he repeatedly expressed, he was successful in the step progression programme from Bronze to Silver advisor. (Advisors can progress through Bronze, Silver and Gold steps).

Simon is seen as one of the more senior advisors in the department & his knowledge & experience is called upon daily by his colleagues. Simon will have completed 3 years in DCS in June 2014 & currently retains a 100% attendance, with nil absence, a fantastic accolade!

In addition to the above, Simon’s achievements were recognised with him being awarded the title of “DCS Role Model” within Motability Operations in 2014. In his time with Motability, Simon has developed some great relationships with his customers – the Motability dealers, who he speaks to on a daily basis. He regularly speaks to a number of regular callers who have commented “I’m glad I’ve got through to you, as I know I’ll always get the help& advice I need”.

Out on the road with Simon! - Simon volunteered to support our Dealer Development managers across six Dealer briefing workshops over a period of 3 days, in 3 different locations from Walsall, onto Stoke & finally Liverpool. He delivered presentations where he explained a large part of the process for creating a new Motability application. Simon showed great enthusiasm for this project & it proved to be a great success.

Simon has a great understanding of the Motability Scheme and realises how much the scheme helps disabled people in this country. His passion is undeniable, he really does get a sense of job satisfaction and he understands how much the Motability Scheme can change the life of somebody who relies on being mobile. In addition to this Simon again volunteered to represent Motability at a 3 day mobility roadshow in Telford, where he met a large number of existing & potential Motability customers.

Supportive Simon - Simon’s manager has regularly delegated a number of high profile enquires to him to resolve, this has involved him needing to liaise with a number of colleagues in other departments to make informed decisions. Many of these enquiries have come directly from the dealer Account

managers, who have been approached by their respective dealerships to help resolve issues they have. He is a main point of contact, offering support & advice to colleagues in his direct team, & as a member of the “Star Line” (a DCS staff helpline) he offers regular support every day via a contact telephone line to less experienced colleagues across the department. As one of the senior advisors, Simon helps monitor the DCS priority mailbox, which is used by other departments who requires help & advice in resolving enquiries. These can follow a complaint by a customer, & Simon ensures a swift & informed decision is given to help resolve any issues satisfactorily.

Simon has played a pivotal part in supporting our recruitment process as well as welcoming and supporting new starters that have successfully completed their training. We believe this is down to his flexible and friendly approach to everything he does and his enthusiasm and passion for the work he carries out.

Vote for Simon - Being an established and well respected member of the department, Simon was voted as the successful candidate for the Deputy Employee Representative Role not only within DCS, but across the whole of Commercial Services which consists of 500 employees, beating 5 other candidates to the post! A fantastic achievement! His additional duties include:

Supporting his colleagues with work related issues when they do not feel comfortable going to their manager.

Attending regular forums with the senior management teams, including the Chief Executive of Motability Operations, & raising enquires on behalf of his colleagues to get answers to their questions.

Attending every new starter training group to present an overview on how he can support & provide invaluable advice & guidance as part of this role.

Simon the Motivator! - Simon is seen as having a great sense of humour & is not afraid to send himself up. He is a long standing member of the Reward & recognition team, where he has been involved with fundraising for charities, specifically Sports relief where he sold raffle tickets whilst dressed as Bobby Charlton, complete with “comb over”. This helped raise well over £250 collected within the department. Simon is currently working on this year’s World Cup incentive for DCS as well as devising a number of fun team incentives to recognise individual achievements during the month, and creating regular Friday fun quizzes for people across the department to get involved with.

For the past two years, Simon has organised a weekly 5-a-side game for his work colleagues. This has helped build strong friendships between the guys that play. Simon has always ensured that new members to the department have also been involved. He has also arranged games against other departments which have helped to build relationships across the organisation. Whilst trying to organise this each week can present its challenges, Simon’s commitment to keeping this going has seen his colleagues recognise his efforts by getting him gifts for the last two Christmases to thank him for his continued efforts. He is currently planning a game of rounders to also involve the female side of the department, to take place this summer.

Simon’s commitment to the role & the role model values he expresses consistently, see him as a person for all newer members of staff to aspire to be like.

Attachment 1

What people say about Simon....

“Simon really epitomises all that’s good about the modern Customer Service Representative. A natural problem solver, creative thinker and self-motivated individual, he is continually challenging the boundaries he is set and looking for areas to improve the customer experience. I have been fortunate enough to work with Simon for a number of years, and this nomination is a fitting reward for all his hard work and commitment to his career of choice. Respected across the business at all levels and trusted to be Motability’s Employee Representative, Simon really is at the top of his game, and external recognition for his passion and commitment to the role would be only what he just deserves”.

Luke Williams – Dealer and Customer Support Manager

“Simon is seen as a role-model within DCS and is well respected by his colleagues. Simon delivers exceptional levels of Customer Service to our Dealer network and has achieved some fantastic quality results. Simon really cares and is passionate about the Motability scheme – this is evident in all that he does. Simon hugely deserves the recognition that this award brings and I wish him every success throughout the process”.

Fran Hudd – DCS Department Manager



Photographic evidence of Simon dressed up as Bobby Charlton!