

Membership



The biggest regional
Contact Centre Forum in the UK



Networking



Helpdesk



Research



Join the only Contact Centre Forum in Wales

Established in 1999, the **Welsh Contact Centre Forum (WCCF)** delivers extensive support (both strategic and operational) to the region's contact centres who collectively employ circa 32,000 people across many sectors including Financial Services, ICT, Public Bodies, Retail, Utilities and Telecoms.

WCCF membership is a perfect way to strengthen your connection to the contact centre industry and other related organisations across Wales, helping you to build a dynamic network providing important support for your business and operational managers.

Whatever the size of your operation, benchmarking, networking and innovation is crucial in today's market and by joining the Welsh Contact Centre Forum you will be connecting with some of the UK's biggest brands.



“ The WCCF provides an invaluable resource for insight and best practice in the local labour market and for keeping in touch with innovation, whether it be technology, leadership or people engagement.

Mike Mullins, Head of Customer Services, UK Customer Operations, British Gas ”

“ Membership offers a variety of benefits such as helping you to be best in class, keeping up-to-date with knowledge and trends, and preparing your business for the future. Through the Forum we are growing our industry skills and knowledge, developing people with degrees, being recognised for a skilled workforce and becoming omni-channel experts.

Kathryn Chivers, Vice President - Sales Operations, Firstsource Solutions ”

Why Become a Member?

Through our activities and services we can help you:

- grow your business and manage your operations successfully
- get more credibility, recognition and reward for the work you do
- build your contacts and develop your network
- enhance your skills and development
- keep up-to-date with important industry news and information
- maximize your budgets with discounts on training, workshops and a range of related professional services.

opportunity to engage and network with other contact centre professionals.

Best Practice Visits

Enjoy the unique opportunity of visiting Contact Centre operations in the region.

User Groups

Our groups for Senior Managers, Trainer/Coach, Compliance and Team Leaders enable a cross-section of people in your business to network and share best practice.

Helpdesk

Members regularly get in touch with our helpdesk when looking at future strategy or project work. Connect with the region, gain advice on any topic, challenge, benchmarking and intelligence.

Benefits

Our Members benefit from many free initiatives including:

Quarterly Forums

Four events throughout the year covering the latest industry topics and trends hosted across Wales, offering the unique

Research

Access the latest research for the Principality, the UK and globally. Including Salary & Benefits and Technology trends..

Additional Services

Members also enjoy substantial discounts on our range of additional services and events:

buzz wales.com

Buzzwales.com

A dedicated recruitment portal promoting contact centre vacancies across multiple roles including agent, IT, marketing, facilities and management. The subscription-based portal also carries industry news, blogs and social media posts across Twitter, LinkedIn and Facebook.

Graduate Programme

The Welsh Financial Services Graduate Programme is managed by the WCCF and delivered by 12 Financial Services employers. We recruit and develop 40 graduates via a two-year rotational programme to build a skilled talent pool for the Welsh Financial Services industry. Partly funded by the European Social Fund.

Top 50 Team Leaders

Featuring workshops, influential speakers and the latest techniques to develop the skills of the region's best Team Leaders.

HR Summit

Annual event for HR professionals who are engaged in helping their organisation reach its full business potential.

Professional Consultancy Services

A one-stop check for organisations of all sizes, across all platforms and delivery. Includes on-site analysis, research and understanding, recommendations for development and support for implementation.

Training

A mix of open courses and bespoke training which can be delivered on site. Including Leadership, Resilience, Culture, Presentation Skills, Sales, Service and Train the Trainer.

AgentFest

The only dedicated event for front line people in the UK. Attended by 200 advisors this is a great way to show reward and recognition to your agents plus gaining over 100 ideas from the day.

Annual Awards

Our showcase event attended by 700+ contact centre professionals recognising the achievements of both your centre and your people. Held in early Spring with an A-list celebrity the Awards are the "Must Attend" event of the region.

Costs

Membership and its benefits is free to contact centres in Wales. Additional services and events are individually priced and dependent upon requirements.

Getting in touch

Let's discuss how membership can help you:

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 @Welshccf



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