Hiring begins for TV company's new call centre

SKY has started recruiting managers for its new call centre in Sheffield which is set to open in July with 500 staff.

It has taken 23,577 sq ft in Ventana House, Concourse Way, part of a £100m development called Sheffield Digital Campus.

A five-floor building, Ventana House is close to Sheffield Hallam University and the railway station.

Sky is now seeking people for 50 managerial posts, ranging from customer experience managers and leaders to office managers and trainers and coaches. Hiring for 450 agents is to begin in April.

Sky expects the call centre to handle up to 9,000 calls a day about its TV, telephone and broadband services.

Ventana House, Sheffield – Ventana is Spanish for window

In charge: Rob Sargent, customer operations manager

The site is headed by Rob Sargent, recently appointed customer operations manager. Mr Sargent, previously with Vodafone, has lived in Sheffield for 15 years.

He said: "As a local, I'm very excited to have been appointed for this role and can't wait to get into the new Sky offices…and start work."

Earlier in the year, Sky said it would be hiring 1,500 more people this year, including those in Sheffield, adding to the 16,500 it has in the UK and Ireland.

The new site is the company's seventh call centre location; the others are in Dunfermline, Livingston, Uddingston, Leeds, Stockport and Shepton Mallet.

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SOUND CALLS

Dolphin Music, suppliers of musical instruments, has hired Eclipse Marketing to handle overflow and out of hours calls and to carry out outbound telemarketing.

SHERI'S NEW JOB

Sheri McDonagh has been appointed director of customer experience at the telecoms company Daisy Group. She has been in customer service for 10 years and joins from Cable & Wireless. One of her changes has been to create teams to deal with a customer base separated into silver, gold, platinum and diamond, based on factors such as billing value, complexity and future growth potential.

KIND CALL CENTRE

QVC has donated £50,000 to The Linda McCartney Centre at the Royal Liverpool and Broadgreen University Hospitals. It comprised proceeds from fundraising at the company's call centre in Knowsley, sales at its two shops and a donation from the company. Events included a Liverpool to Chester bike ride, a 200ft abseil at the Royal Liverpool Hospital, a health and beauty tombola, cakes sales and raffles.

NICE BUYS CYBERTECH

NICE Systems, makers of recorders and analytics software, has bought CyberTech for the equivalent of £37m. CyberTech, which also makes call recorders, is based in Holland and has 10 offices around the world, including a UK base in Edenbridge, Kent. NICE has 24 offices, including one in London and one in Southampton.

Its president and CEO, Zeevi Bregman, said that the additional producs would complement its range, offering more options to customers. The transaction would also enhance its position among small and medium sized businesses and strengthen NICE's presence in the EMEA region.