



Why judge?

Each year CallNorthWest creates teams of high calibre judges capable of assessing entries for the North West Call & Contact Centre Awards. Award submissions are received from a wide range of Call & Contact Centres from across the North West, assessors need to possess a high level of expertise and experience in call & contact centre operations, together with a balanced approach and a reputation for integrity.

The teams are usually made up of 3 judges (including a CNW representative). The teams, or panels will be responsible for judging the second phase of judging. The second phase requires the panel to meet with the short listed companies, or individuals. This could take place at the organisation, or at a central location in the North West. Each meet/visit will take 60 minutes.

Benefits of being a Judge

There are many significant benefits both to the individual and to their organisation from participating in the Awards Programme as a judge.

These include:

- Enhancing your interpersonal skills, particularly in leadership, teamwork and communication
- Improving your own and your organisation's capacity to identify key improvement opportunities
- The opportunity to experience best practice and performance in other organisations
- Improving your understanding of how organisations work
- Meeting other assessors and extending your own personal network
- Gain a greater understanding of the Awards programme and how to improve your own organisations entries

The Commitment

Attend a 1 hour briefing session to meet with other judges and to go through the visit/meet judging process. This meeting will take place early September.

1 day spent visiting/meeting 3-4 organisations that have been short listed for an individual or company award. This will take place between the 8th – 26th September 2008.

You will be provided with a guidance score sheet to assist you assess and score each nomination, the score you allocate will account for 60% of the overall score, the remaining 40% will be made up of the score awarded during phase one, the short listing stage (judged independently by members of the Welsh Contact Centre Forum). The scores will be kept confidential.
