

Customer & UX Manager

Band E, Swindon

What it is like to work in the Customer Services team:

At UKSBS we place our customers at the heart of everything we do. So, our Customer Support teams are critical in ensuring we deliver a great experience, every time we interact with our customers. We make customer contact easy, convenient, and transparent for customers to enable a high-quality service to be delivered right first time, through our 'single front door' and appropriate triage. Our service delivery is underpinned by three customer commitments, delivered through our people who empathise and respond to customers in the most effective and appropriate way.

We provide front line support for any HR, Payroll, Finance & Procurement queries to all of our customers, ensuring a timely, quality and effective resolution. We are a customer outcome focused team and aim to deliver high quality, easy to use, relevant customer support services, while achieving greater efficiency and value for money. This means understanding our customers' needs and preferences. We strive to deliver intuitive, seamless experiences to resolve issues, at the right time for the best possible outcomes for our customers.

In line with the Government's Shared Services Strategy, the Matrix Programme is intending to deliver modern, cost-effective and scalable shared business services to nine Departments (the Policy Cluster), with UKSBS as the service provider, flexibly meeting changing Government requirements, and driving innovation to optimise efficiencies and enhance user experience.

The Programme will also implement a new modern SaaS ERP platform, from which UKSBS can deliver these services, driving harmonisation and significant business change across the Departments. This is a large, complex multi-year programme

You can work with us on a full time or part time basis with flexible start and finish times to meet our business needs. The core working hours are 08:00-17:00 Monday to Friday.

Key responsibilities of the role:

- Act as a champion for the customer, representing the Customer Support department within the Matrix programme, advocating for the needs of the customer during a significant business change programme.
- Represent and influence on UKSBS customer and UX inputs into Matrix service design meetings, workshops and planning sessions, and into the work to define the wider Matrix Target Operating Model
- Be an ambassador of the Customer Support Strategy ensuring that the key components and aspiration is understood and reflected into the programme ensuring 'voice of the customer' and great customer experience is the golden thread
- Taking a customer centred approach, supporting UKSBS customer and UX representation with the appointed Matrix Systems Integrator and new ERP provider – including input into detailed design and configuration activity

- Liaise with UKSBS Customer Support teams and key stakeholders, to provide regular updates on progress of Matrix customer and UX developments, implementation progress, timelines and dependencies, as well as any potential risks
- Input into, support and document the planning and transition of programme activities into the operational teams, to include capture of customer journeys and benefits realisation
- Collaborate with and support the UKSBS and Matrix workstream leads to establish specific customer and UX requirements, deliverables and milestones based on the three customer commitments and design principles within the Customer Strategy
- Work closely with the Customer & UX Specialist, Service Design, HR, Payroll, Procurement, and Finance SMEs to support the delivery of best in class customer and UX experiences

Flexibility may be required to respond to the changing needs of the organisation and the service. You may also be asked to support with ad hoc projects and pieces of work relevant to your role in line with business requirements.

Knowledge, skills, and behaviours of the role:

Essential:

- Strong customer service background and skills, with a solution outcome focused mindset to support strategic direction
- Understanding of all things related to voice of the customer to add value, improve service delivery and customer journey mapping
- Excellent knowledge and understanding of customer personas, pain points and irritants to inform design of customer and UX journeys, improved process and best practice
- Ability to identify, recommend and support implementation of new approaches, managing and delivering change
- Experience of operational deployment of Workday system solutions best practice
- Evident experience of building and maintaining effective relationships with internal/external stakeholders, with proven track record of influencing, negotiating and representational skills
- Good knowledge of working with leading SaaS solutions, CRM platforms and modern, connected omni-channel solutions
- A proactive and problem-solving approach with a clear focus on the strategic direction of the business
- Awareness of sector and beyond customer experience landscape and good practice through organisations such as Institute of Customer Experience (ICS)
- Experience of working in a programme delivery environment
- Experience of operational deployment of AI solutions to support customer service delivery
- Analytical skills, with the ability to interpret and present Management Information
- Experience of working within the public sector
- Experience of working across organisations in delivering best in class processes and service

Opportunities to develop:

We value our employees and recognise the importance of ongoing professional development in enabling people to fulfil their ambitions. Whether you are starting out in your career or looking to build on existing experience, we can provide you with opportunities to work towards your goals.

Whether you are starting out in your career as an apprentice, or a junior member of the team, or looking to build on existing experience, we can provide you with on-the-job training, coaching, to help you progress in your career.

At any level, we offer the opportunity to widen your skills and experience by applying for other roles within the Customer Experience team and the wider organisation.

Our in-house expertise is vast, whether you're interested in learning more about a particular type of software, you need to work on your presentation skills, or you want to develop your ability to influence and negotiate skills, we will support you.

We are UKSBS. We are creating a place where people love to work, a culture where we lead, we change, we deliver and we empower our people to be curious, take action and add value.

Find out more about working for UKSBS at www.uksbs.co.uk/careers