

Customer Experience Manager

Band D

What it's like to work in the Customer Support 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, each and 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.

The Customer Experience Team are a high performing customer focused team whose aim is to review and resolve customer escalations and complaints using a 'case management' approach. We provide professional, clear advice and guidance and aim to ensure every interaction is a positive, easy one. We endeavour to add value, and are always looking for an opportunity to improve, whether it is through simplifying the way we work, or making better use of tools and technology. We take feedback seriously, celebrating our achievements and making changes where we can in order to enhance the customer experience.

We are investing in and growing our workforce, who we know will play a key role in supporting us to achieve our ambitions. In addition, we embrace a hybrid way of working which offers greater flexibility to our team members. Our teams are made up of individuals with various levels of experience and from different working backgrounds. We have offices based in Swindon, Billingham, and Newport, and you can choose to work from the most suitable location for you.

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

- Lead and motivate a team of Customer Experience Advisors, providing coaching and support to ensure consistent delivery of a customer focused service to meet required performance expectations.
- Continuously monitor, analyse and evaluate customer experience metrics, identifying opportunities for continuous improvement and implementing corrective actions
- Analyse Customer feedback, identify areas for improvement, and streamline processes to maximise efficiency, ensuring the customer journey/experience is at the heart of every interaction.
- Act as a Champion for the customer within the organisation, advocating for their needs and proactively address customer concerns.
- Promote an inclusive, customer centric and proactive team-based culture which identifies, communicates, and addresses customer needs.
- Engage with key stakeholders internally and externally to build confidence and credibility in Customer Support Services and help influence senior level decision making.
- Ensure that the Customer Experience teams can respond quickly to a variety of high profile, high impact and time critical requests in line with agreed timescales/SLAs and with a customer centric focus.
- Regularly conduct a skills gap analysis and develop and implement the required training and coaching plans.
- Contribute to the design and implementation of Change Programmes and Projects which directly impact Customer Experience

- Effectively manage any absence and recruitment, raising any risk potential to the Snr Operations Manager
- Deputise for the Operations Manager and your team when required.

Knowledge, skills, and behaviours

Essential:

- A team player with an energetic attitude and passion for providing the highest level of Customer Service
- Excellent verbal and written communication skills and the ability to collaborate and influence
- The ability to identify trends and implement improvements
- Proven experience of managing a team across multiple disciplines with a strong emphasis on tailoring services to meet customer needs and desired outcomes
- Strong management and motivation skills, with demonstrated experience in leading and developing high performing teams
- Strong IT Literacy in Microsoft applications
- Self-motivated with the ability to work under pressure to high standards
- Educated to GCSE Level, or equivalent.
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Desirable:

- Holds a customer service qualification.
- Exposure to Root Cause Analysis
- Experience of Customer Journey Mapping
- Knowledge of working with Oracle or equivalent ERP system.
- Experience of managing self, individuals and teams through change.
- Working in a Shared Services or similar environment
- Experience of managing remote teams

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.

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.

Customer Experience Manager

Band D, Swindon, Newport, Billingham

Customer Services – Customer Experience
From 01/10/2024

