

Job Description

Job Title:	Customer Experience Supervisor
Department:	Customer Experience
Reports to:	Customer Experience Manager
Liases with:	Quality Assurance Officer, centre organisers, administrators from international partners, assessors
Day to day supervision	Customer Experience Officers (x4)

Main function of work

- To play a supervisory role within the Customer Experience team to achieve the business strategy for the delivery of an outstanding external customer experience; delivery of all examination administration activities in line with contract requirements; compliance with all regulatory and risk management requirements and delivery of all core business administration.

Main areas of responsibility

1. Supervision of the Customer Experience team

- To supervise the day-to-day activities of the Customer Experience Officers to ensure that:
 - All business priorities are met
 - A high performance culture is achieved and outstanding customer experience delivered
 - Informal feedback on performance is given in a timely manner and input into annual performance reviews provided to the Customer Experience Manager.

2. Core Business administration

Co-ordinate core business administration to ensure outstanding customer service and cost effective examination administration processes

- Effective use of all business systems and related software (database, CRM, Optical-Marking technology etc.)
- Accurate data collation and analysis of customer experience and contract metrics to provide daily and weekly reports to the Customer Experience Manager
- Regular review of all processes to ensure continuous improvement
- Working with the Chief and Senior Examiners to support the training and moderation of assessors to ensure that ESB has a high quality appropriately skilled panel of assessors
- Manage general office administration – post, stationery

3. High value clients

- Develop good relationships with all high value clients to ensure that their needs are known and managed and any outstanding or high risk matters are communicated to the Customer Experience Manager and relevant relationship manager.

4. Compliance and regulation

- Liaise with the Quality Assurance Officer over external compliance matters, to receive advice on action or escalation
- Ensure all requests for appeals are directed to the Quality Assurance Officer in line with the procedure
- Attempt to close and achieve resolution on all relevant complaint matters escalated by the team
- To notify the Customer Experience Manager where any event, under the role's remit could have an Adverse Effect, with regard to the regulatory conditions or principles.
- Effectively use the complaints handling process to close and provide customer satisfaction where possible

5. Technology User Support:

- Coordinate the provision of technology user support for our assessors & centres ensuring that cost effective support is provided and collating improvements to technology systems for the Manager CE to raise at SMT
- Escalate any technical queries to the IT officer

Any other duties commensurate with role to support the organisation's business needs

Person Specification

QUALITIES	ESSENTIAL CRITERIA
Qualifications and Experience	<ul style="list-style-type: none"> • Qualification at Level 3 or above (A levels/BTEC Certificate etc.) and/or substantial experience in business administration. • Experience in working with structured business systems (for example SAP, SAGE, bespoke databases, CRM tools, etc.) and excellent levels of IT literacy. • Experience of supervising an operational team. This could be gained in CX or a shared service environment such as HR or call centre management • A good understanding of working in a regulatory environment
Skills and Capabilities	<ul style="list-style-type: none"> • Skills in gaining commitment and focus from a team to deliver continuous improvement • Skills in identifying and implementing metrics to help provide the necessary insight to drive improvement • High level skills with excel and data analysis & reporting • Proactive, accurate and diligent approach to communication, reporting and problem solving • Ability to initiate, plan, organise and evaluate • Ability to deliver excellent customer service experience through developing people and processes • Excellent oral and written communication skills • Flexible and adaptable • Drive, enthusiasm and resilience • Committed to equality and diversity

Terms and Conditions

Employment Status: Permanent, full-time (5 days a week) subject to 6 months' probationary period

Salary: Grade 4

Method of payment: Monthly, in arrears

Appointment subject to:

- Satisfactory references
- Confirmation of current/most recent salary details
- Verification of qualifications

Working Hours: 9.00 a.m. to 5.00 p.m. with one hour for lunch

Holiday entitlement: 23 working days plus 8 public holidays

Place of work: ESB Office, 9 Hattersley Court, Burscough Road, Ormskirk, Lancashire, L39 2AY