

Customer Experience Manager

An awarding body offering high-calibre communication qualifications in the UK and throughout the world, **English Speaking Board International Ltd. (ESB)** is currently looking to recruit a Customer Experience Manager.

The successful candidate will play a leadership role with ESB to achieve the business strategy for the delivery of an outstanding external customer experience. They will manage the effectiveness of ESB's bespoke assessment management systems in liaison with IT and external IT contractors. Their responsibilities will include leading quality assurance activities to meet regulatory and risk management requirements.

Candidates should have a qualification at Level 3 or above (A levels/BTEC Certificate etc.) and/or substantial experience in operational team supervision in a customer-facing environment. They should have experience in working with structured business systems (for example SAP, SAGE, bespoke databases, CRM tools, etc.) and excellent levels of IT literacy. Additionally, they will have experience of supervising/managing an operational team in CX or a shared service environment such as HR or call centre management.

The post is offered as a permanent, full-time (5 days a week) position, subject to a 6 months' probationary period. It is based at ESB's offices in Hattersley Court, Burscough Road, Ormskirk and offers an attractive salary of £34,000 - £41,000 per annum.

Please send your completed ESB application form, available on our website (CVs alone not accepted), as **soon as possible, and by 10 am on Monday, 22nd January at the latest, to hr@esbuk.org.**

Interviews will take place at our Ormskirk office on Thursday, February 1, 2018.

Job Description

Job Title:	Customer Experience Manager
Department:	Customer Experience
Reports to:	CEO
Liaises with:	SMT IT
Responsible for:	Customer Experience Supervisor Customer Experience Officers

Main function of work

- To play a leadership role with the English Speaking Board International Ltd. to achieve the business strategy for the delivery of an outstanding external customer experience. Manage the effectiveness of our bespoke assessment management systems in liaison with IT and our external IT contractors. Lead quality assurance activities with all regulatory and risk management requirements.

Main areas of responsibility

1. Leadership

As a member of the Senior Management team (SMT) contribute to the strategic direction and decision making of the business.

- Present effective proposals to the SMT via agreed written protocols
- Ensure SMT is briefed on changes to the landscape of regulation, risk and customer experience
- Provide monthly data sets on core business administration; complaints, malpractice/maladministration allegations; after sales care activities
- Lead a team to achieve all KPIs
- Develop team members' skills and experience to fully contribute to ESB's success
- Manage all expenditure and budgets within agreed targets

2. System effectiveness:

- Oversee the effectiveness of our bespoke systems to manage the workflow and customer experience to manage our core business.
- Provide feedback for improvements/issues to IT

3. External Customers:

- Manage the creation and delivery of a single point of customer feedback meeting the needs of all relevant parts of the business
- Map our customer experience, identifying any negative touchpoints and create solutions to address them
- Manage the definition of ESB Customer Experience standards and identify the required performance metrics to evaluate broadened Customer service standards and customer impact

- Develop a range of after sales customer satisfaction processes: evaluation of assessor by client after each assessment event and product evaluations to ensure high level learner achievement and customer satisfaction

4. Quality Assurance and Risk

- Ensure that quality processes and documentation are reviewed, updated and compliant, assessing the level of compliance against all of the regulators' conditions and that our **reporting requirements** are met at all times to support the Awarding Body's core business functions.
- With Manager Product Development manage the annual product/qualification monitoring, validation and review
- Report to SMT and CEO potential and/or actual risks and areas of concern

5. Core Business administration

Provide leadership to the Customer Experience Supervisor to manage the core business administration of

- Assessors: Recruitment, Training, Moderation
- Examinations: Dispatch of papers and resources, Marking and results, Reasonable adjustment, Certificate production

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 operational team supervision in a customer facing environment • 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/managing an operational team. This could be gained in CX or a shared service environment such as HR or call centre management • Experience of working in a regulatory environment
Skills & Capabilities	<ul style="list-style-type: none"> • Strong leadership skills • Ability to initiate, plan, organise and evaluate • Ability to deliver excellent customer service experience through developing people and processes • Ability to prioritise and manage multiple requirements and requests • Excellent oral and written communication skills • Ability to work under pressure, to deadlines and to targets • Good time management skills • Excellent proof-reading skills and attention to detail • Flexible and adaptable • Drive, enthusiasm and resilience • Personal presence/ability to influence others and develop employees to their full potential • 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 6 (£34,000 - £41,000)

Method of payment: Monthly, in arrears

Appointment subject to:

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

Working hours: The nature and seniority of this position are such that your working time cannot be measured and, accordingly, the appointment falls within the scope of regulation 20 of the Working Time Regulations.

Holiday entitlement: 25 working days plus 8 public holidays

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