

Job Description

Job Title:	Head of Customer Experience
Department:	Customer Experience
Reports to:	Chief Executive
Liaises with:	Senior Leadership Team
Responsible for:	Senior Customer Experience Officer and Customer Experience Officers

Main function of work

To play a leadership role with English Speaking Board (International) Ltd. to achieve the business strategy for the delivery of an outstanding customer experience. Key features of the activity are:

- Developing a team with outstanding customer service skills across ESB’s entire customer base, via our Digital, CRM, Email, Telephone, and any other channels.
- Managing the effectiveness of our bespoke assessment management system in liaison with our IT partners.
- Taking responsibility for ESB’s Enquiries, Complaints and Appeals policy and procedures.
- In liaison with the Head of Commercial, contribute to our whole of business Customer Journey focus to ensure our clients are on boarded and retained to achieve revenue targets and maintain our purpose and customer value propositions.

Main areas of responsibility

1. Leadership

As a member of the Senior Leadership team (SLT) contribute to the strategic direction and decision making of the business:-

- Lead and develop a team to achieve strategic and operational targets.
- Develop team members’ skills and experience to fully contribute to ESB’s success. Act as an advocate for the Customer, and promote Continuous Improvement throughout the organisation, ensuring CX and wider business processes are fit for purpose and meet our customers’ needs.
- Compile and present updates for SLT as required, including SLA data, C-SAT score, latest booking information.
- Ensure SLT are briefed on changes to the landscape, from a customer service perspective, of competitors, opportunities, and challenges.

- Manage all expenditure and budgets within agreed targets.

2. External Customers

- Achieving SLA targets for Results and Certificates.
- Act as the key point of contact for ESB for customer escalations and unresolved issues.
- Ensure the highest standards of customer responsiveness, flexibility, and personal service are delivered.
- Promote continuous improvement, always challenging the status quo and looking for ways to improve and streamline processes internally and externally, for our customers.

3. Customer Relationship Management

- Along with the Head of Commercial, implement a new CRM system within the Customer Experience team and across the wider business.
- Lead on the requirements of the 'Customer Service Hub' within the CRM system.

4. System effectiveness

- Oversee the effectiveness of our bespoke system in liaison with our IT partner.
- Provide feedback for improvements to our IT partner.

5. Compliance and Regulation

- Policies – ensure that all policies and procedures within the remit of the Head of Customer Experience are fit for purpose, and compliant with our Regulators Conditions of Recognition.
- Play an active role in the annual approval of the Statements of Compliance for our Regulators.

6. Core Business Administration

- Provide leadership to the Customer Experience team to manage the core business administration of Bookings, secure transfer of Reading & Writing papers, Resulting, Certificating, Shipping and Dispatch of certificates and examination materials.

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

Person Specification

QUALITIES	ESSENTIAL CRITERIA
Qualifications	<ul style="list-style-type: none">• Substantial experience in the field and / or relevant degree / professional qualification• Experience of managing an effective customer service team.
Capabilities and attributes (see our Leadership KPIs)	<ul style="list-style-type: none">• Commitment and affinity to the purpose of ESB International• Excellent communication skills, both written and oral• Ability to work under pressure, to deadlines and to targets.• Ability to initiate, plan, organize and evaluate• Drive, enthusiasm and resilience• Professional and flexible approach• Committed to equality and diversity• CRM experience in building processes and automation

Terms and Conditions

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

Salary: Senior Manager Grade 7 (£45,000-£ 57,000) dependent on experience and current salary

Method of payment: Monthly, in arrears

Pension: Automatic enrolment is legislation which means that all employers must enroll their workers into a workplace pension scheme automatically. ESB International makes an employer contribution of 6%, with an employee contribution of 4%.

Place of work: Hybrid working (2-3 days per week office based) at ESB's Office, 9 Hattersley Court, Burscough Road, Ormskirk, Lancashire, L39 2AY

Appointment subject to:

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

Holiday entitlement: 28 working days plus 8 public holidays