**Job Description**

***Customer Experience Manager***

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| **Service:** | Change and Improvement  | **Team:** | Change and Improvement |
| **Location:** | County Hall, Preston |
| **Salary range:** | £39,571 - £44,624 | **Grade:** | 10 |
| **Reports to:** | Customer Experience Lead | **Staff responsible for:** |  |

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| **Job Purpose** |
| Supporting and co-ordinating the operational delivery of the Customer Experience work programme within the LCC Improvement Journey, working closely with the Customer Experience Lead and collaborating with members of the Customer Experience Delivery Group to deliver to agreed priorities. Co-ordinating, planning, delivering and embedding improvement activities to achieve LCC's ambitions in regard to Customer Experience as outlined within the emerging Customer Experience Strategy, but also more widely in relation to the LCC Improvement Journey, including working closely with the Staff Experience Manager and our Change Influencer Network. To act as an advocate for LCC customers, to ensure that their voice is heard and contributes to the shaping of our Customer Experience Strategy and associated activity. Promoting and modelling LCC values in the delivery of all work and outcomes to influence and enact culture change to improve our delivery of customer experience.  |
| **Accountabilities/Responsibilities** |
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| * Establish and agree requirements for opportunities across the organisation which facilitate change and improvements in customer experience, and which will influence and support desired culture change.

 * Co-ordinating and facilitating the integration of the work of teams across functions, via matrix management, establishing forward work plans; resolving routine and complex issues which might impact the delivery of customer experience objectives and priorities.
* Support the development of the corporate Customer Experience Strategy, linked directly to the overarching vision, priorities, values and behaviours of the organisation.
* Support the development of an operational overview of the Customer Experience Programme and the role it plays in the delivery of strategic priorities, influencing, supporting and advising colleagues and leaders on improvement opportunities and solutions, playing an integral role in the Customer Experience Delivery Board and associated project/working groups.
* Support the implementation of innovative solutions to enhance customer engagement and service delivery within all our diverse services.
* Promote diversity and inclusion in all change and improvement activites to support positive customer experience outcomes.
* Having a positive impact and productive relationships with others to enhance the evolving culture of customer experience excellence within LCC.
* Managing and making the best use of allocated budgets and other resources.
* Keeping abreast of relevant developments, standards and best practice in the field of customer experience excellence and ensuring that this information contributes to informing the delivery of LCC's customer experience programme.
* Lead, monitor and evaluate a range of projects, interventions and initiatives related to the achievement of customer experience programme priorities.

*This job description is a written statement of the essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved.* |

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| **Other** |
| * **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work. * **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy. * **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times. |
| **Our Values** |
| **We expect all our employees to demonstrate and promote our values:*** **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.* **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.* **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.* **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone. |

**Person Specification**

***Customer Experience Manager***

All the following requirements are essential unless otherwise indicated by \*

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

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| **Qualifications** |
| * Relevant training and/or significant work experience to the job role.
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| * Evidence of CPD.
* Maths and English GCSE or equivalent.
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| **Experience**  |
| * Sound knowledge and practical experience of enabling and delivering a wide range of organisational change and development projects, interventions and initiatives to benefit customers.
* Experience of undertaking user/customer journey/process mapping and developing user stories or equivalent experience of facilitating the user/customer voice to influence projects, interventions and initiatives.
* Proven experience of working in complex business and/or agile portfolio / programme area or comparable area.
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| * Recent experience of designing, delivering and evaluating innovative solutions to bring about positive customer experience outcomes.
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| * Experience of managing competing work priorities with minimal supervision, under tight financial and/or time restrictions.
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| * Evidence of providing practical advice and guidance to support business, service or process improvement, as it relates to customer experience, at a senior level.
* Experience of utilising project management techniques, including both managing and contributing to cross- functional change and improvement projects.
* Experience of working collaboratively in a matrix structure to ensure delivery of corporate priorities.
* Significant levels of expertise in Microsoft Office, usage of Teams / SharePoint and Excel.
* Experience of using Power Bi.\*
* Experience of using Visio.\*
* Evidence of facilitating the implementation of corporate policy in support of organisational improvement.
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| **Essential knowledge, skills & abilities** |
| * Significant knowledge of customer engagement methodologies and the ability to engage and communicate effectively at all levels, both internally and externally.
* Ability to analyse and translate outputs of engagement activity and other data and insights, e.g. behavioural insight data into actionable information that can identify opportunities and support and influence directions/decisions.
* Understanding and experience of interpreting complex and high-volume activity analysis data sets to identify areas of opportunities for service/process improvement for customers.
* Up to date knowledge of current trends and key issues shaping and influencing both customer experience and organisational change and improvement within the sector.
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| * Evidence of influencing, empowering and enabling others to deliver high performance and service improvements.
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| * Ability to deliver against competing priorities and demanding deadlines.
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| * Ability to work at pace and be pro-active in your approach to delivering solutions and demonstrating impact.
* Excellent at building relationships with both internal and external stakeholders, partners, senior leaders and colleagues to ensure support to deliver activities and take action to achieve objectives.
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| * Ability to persuade and influence others and resolve conflict at all levels, both internally and externally.
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| * Knowledge and understanding of challenges within local government in relation to delivering services to customers and also wider issues affecting local government.
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| * Ability to constructively manage resistance to change and gain support whilst remaining resolute regarding organisational improvement priorities when challenged.
* Ability to work collaboratively with services, understanding their customer needs and translating these into delivery plans with measurable impact.
* Knowledge of Agile and Lean methodologies and their application in delivering projects.
* Knowledge of user research/behavioural insight techniques and their role in supporting the delivery of a high-quality customer experience.\*
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| **Other essential requirements** |
| * Commitment to equality and diversity.
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| * Commitment to health and safety.
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| * Display the LCC values and behaviours at all times and actively promote them in others.
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| * This is an essential car user post

*You will be required to provide a car for use in connection with the duties of this post and must be insured for business use*. *In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive.* |