

Job title: Customer Experience Manager	Team: Operations
Reports to: Chief Operating Officer	Location: Field Based
<p>Job purpose: Working closely with other client facing functions, teams, and roles, as well as leading engagement with external customer stakeholders, the Customer Experience Manager will be accountable for leading the Customer Experience team. The Customer Experience Manager will ensure that excellent customer service and support is provided to customers throughout customer journey, always focussing on frictionless engagement and meeting the needs of the customer by identifying and implementing continuous improvement across all operational customer engagement points.</p>	
<p>Key accountabilities:</p> <ul style="list-style-type: none"> • Lead, oversee, manage, and develop the Customer Experience team members including 1x Customer Experience Officer and 1 x Training Specialist • Represent the Customer Experience team at Senior Management Team meetings • Setting customer satisfaction targets and working with the Customer Experience and other relevant internal teams to meet targets consistently <ul style="list-style-type: none"> ○ Accountable for the management of the customer Net Promoter Score process including collating feedback and scores, identifying, and distributing corrective actions, reporting to senior management and the Bloom Board. • Creating customer loyalty programs to increase revenue and improve client retention • Play a key role in driving and developing a maturing approach to Customer Service delivery including the implementation of an incident management system and process. 	<p>Skills, know-how and experience:</p> <p>Essential:</p> <ul style="list-style-type: none"> • Experience of working with, demonstrating, or supporting customers with systems. • The ability to work well under pressure and maintain a calm and measured approach when needed. • Competent in the use of MS Office Applications. • Experience of working in a customer facing role with a solution focused attitude. • Ability to organise and prioritise work effectively to achieve targets in a timely and efficient manner. • Experience of leading, developing, and mentoring team members • Ability to adapt and learn new tools and techniques, and willingness to embrace opportunities for change. • Proven ability to develop and maintain effective relationships with internal and external stakeholders across all levels of seniority. • Excellent written and verbal communication skills, able to engage at all levels and handle challenge successfully. • Ability to work with complex data with great attention to detail.

Job Description

- Accountable for the on-boarding of new customers to the Bloom marketplace, ensuring first of experience of Bloom exceeds customer expectations and creates advocacy with the customer base from the outset of a customer`s Bloom journey.
- Act as a point of escalation where required to support the resolution of customer referred issues, including those related to Pro-vide 2.0.
- To aid the commercial and operation teams when required in support of customer service delivery.
- Be accountable for the maintenance of customer resources / materials to ensure they remain up to date, relevant and are available to access by the most effective means.
- Maintain customer journey maps and other relevant supporting documentation.
- Collaborate and communicate with other functions and departments to break down siloed working and barriers to seamless customer experience.
- Drive and implement continuous improvements within the Bloom customer journey.
- Ensure that effective approach to internal training is in place, maintained and delivered to ensure that all operational staff employ consistent ways of working aligned to best practise.

- Able to make decisions, problem solve and take a pro-active approach to work.
- Excellent customer service skills and confident dealing with a range of stakeholders.
- IT proficient, with excellent skills in using excel to summarise and present data in the most effective way.
- Ability to work under pressure and to tight timelines.
- Excellent analytical skills.
- Behaviours that are displayed in line with our Company values and always strives to deliver an outstanding customer experience.

Desirable:

- Experience of working and delivering in a project setting as part of a multi-functional team.
- Knowledge of standard procurement processes and practises
- Experience of working with a Public Sector customer base.

Technical / professional qualifications:

- Minimum A' Level qualification or equivalent preferred.

Key performance indicators: (max. 5)

- Net Promoter Score

Direct reports:

- Customer Experience Officer
- Training Specialist