

CAREERS AT CERTSURE

Job Title:	Head of Customer Experience
Location:	We have two offices, one in Houghton Regis and one in Chesterfield, this role will be located at our Head Office in Houghton Regis Bedfordshire. Hybrid working allows you to split your time between regular attendance in the office and to work remotely.
Salary:	Competitive salary plus excellent benefits
Hours:	Full time 35 hours a week. We're flexible as to how we can approach this in a way that works for both you and Certsure, therefore please don't hesitate to contact us for further information, or if you'd like to speak to someone to discuss this in more detail.
Contract:	Permanent
Vacancy Number:	023/027
Closing Date:	26 th May 2023

About the role...

We have an exciting opportunity for a Head of Customer Experience to join Certsure.

The Head of Customer Experience (Head of CX) will provide strategic and operational leadership for the design, development, delivery, measurement and continuous improvement of Certsure's first class customer and consumer journey and experience across multiple channels, as directed by the Marketing Director.

The Head of CX, in collaboration with other operational heads is in-charge of delivering a meaningful and seamless customer experience across all stages and touchpoints in the customer journey and helping Certsure continually achieve greater customer satisfaction, increased efficiency and profitability. The Head of CX plays a key role in influencing how potential customers perceive the company and the way customers connect to the brand which will drive higher customer satisfaction, NPS (Net Promoter Score), profitable customer retention and new business growth in response to our strategic objectives.

This is an executive role, providing leadership that elicits a culture of care and high performance and works collaboratively with the Operational Leadership Team (OLT), to deliver Certsure's strategy under the guidance of the Strategic Leadership Team (SLT).

In this role, the successful candidate would be working predominantly from our Head office in Houghton Regis, Bedfordshire, as and when required with the ability to also work remotely from home. You'll be provided with the necessary IT equipment to support remote working. More information on the hybrid working module, can be discussed with the hiring manager.

CAREERS AT CERTSURE

About the company...

Certsure offers industry-leading certification services, Building Regulations schemes, products and support to the construction industry.

We are dedicated to providing professional services and certification to a wide range of customers across the building services sector. Our products and services are delivered through the marketing-leading brand NICEIC.

Quality is the foundation of everything we do and as a result, many of our products are Government-recognised and United Kingdom Accreditation Service (UKAS) approved. From the technically excellent assessors to service advisors who really “get” our customers – we are always on the lookout for talented people to join our team.

We aspire to have a diverse and inclusive workplace, and as an equal opportunities employer, Certsure is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

What you'll be doing...

As Head of Customer Experience, you will transform our customer experience by:

- Leading a high performing customer centric culture across all customer facing teams, influence and advocate for change across other functions and processes if required for the improvement of overall customer experience.
- Ensuring the consistent delivery of meaningful end-to-end customer experience across all stages, channels and touchpoints in the customer journey.
- Identifying and building business case/s for new tools and technologies which will enable customer facing staff to better serve customers.
- Designing and implementing a leadership structure that enables continuous performance improvement and career development for customer service professionals.
- Leading effective utilisation of resources in line with agreed service standards.
- Developing, monitoring, improving and reporting on CLLP's key performance indicators and metrics for understanding its service impact on NPS (Net Promoter Score) – CSAT (Customer Satisfaction), CES (Customer Effort Score) or other Customer Metric for customer facing and back-office functions.
- Leading customer insight and root cause analytics to identify companywide pain points and facilitating the development and delivery of customer-centred improvements.
- Enabling customer facing and back office employees to build better connections with customers with the intention to better guide customers in how CLLP might further assist them in growing their capability and business therefore delivering mutual commercial growth for Certsure.
- Maintaining compliance with certification body and regulatory requirements.
- The postholder will have executive responsibility for the supervision of the implementation of the policies and procedures relating to UKAS/MCS accredited schemes.

CAREERS AT CERTSURE

- Overseeing the development and implementation of policies, procedures and activities which empower colleagues and provide appropriate frameworks for our customers and consumers.
- Ensuring the customer service team are adequately resourced and have the capacity, capability and competency to meet customer service requirements.
- Enabling and advocating for the voices of CLLP's customers and employees to better meet customer expectation.
- Leading, managing and developing people in accordance with Certsure's Behaviours for Success

What we're looking for...

- Educated to degree level or equivalent experience in a customer service or customer experience role with a demonstrable commitment to Continuous Professional Development and full membership of a relevant professional body.
- Established experience of advocating for a customer centric culture.
- Outstanding communication and interpersonal skills with the ability to influence, negotiate and navigate contrasting business priorities.
- Extensive experience of managing operational customer service teams.
- Established track record of exceeding targets, KPI's SLA's, in a quality led, legislative compliant environment and usage of data to develop strategy and implement business improvement.
- Experience of managing sizeable budgets.
- Proven experience and ability of relationship management experience at a strategic level role and working collaboratively and effectively across all areas of the business.
- Ability to inspire and engage people, maximising their enthusiasm, commitment, accountability and ability to deliver business performance.
- Ability to coach and mentor people, helping them to become the best that they can be delivering outstanding results to the business.

What we offer you...

- 25 days annual leave (pro rata for part time)
- Up to 3 flexi-days each year (pro rata for part time)
- Special domestic leave of up to 5 days each year (pro rata for part time)
- Learning and development opportunities
- Pension scheme
- Life Assurance
- Private healthcare
- Employee Discount platform
- Loyalty days
- Loyalty awards
- Refer-a-friend scheme
- Free eye tests

CAREERS AT CERTSURE

Find out more about us...

Websites: www.certsure.com or www.niceic.com

Twitter: @officialNICEIC

LinkedIn: <https://www.linkedin.com/company/niceic>

Facebook: <https://www.facebook.com/NICEIC/>

Instagram: <https://www.instagram.com/officialniceic>

How to apply...

If you think this is the job for you, then we'd be delighted to hear from you!

Please send your CV and a covering letter to vacancies@certsure.com.

We're unable to respond to all applicants due to the high volumes of CVs we receive. Therefore, if you don't hear from us, unfortunately this means you've been unsuccessful on this occasion.