

## Job description

**Job Title:** Onboarding Experience Manager

**Location:** Abingdon, Head Office

**Department:** Customer Experience

**Position Reports To:** Head of Customer Experience

### Company Overview

Gigaclear is a fast growing, game changing builder and provider of pure fibre broadband services to residential customers and businesses in England. We have an ambition to make a significant difference to the broadband landscape in rural England and improve our customers lives through the provision of world class broadband services.

Gigaclear embarks on its next stage of its maturity journey, and our Customer Experience operations is going through an exciting time; as we start to transform our processes and technology, aimed to deliver a zero-touch customer contact and operation, enabling Gigaclear to deliver a World class experience to its customers.

### Purpose of the job

The Onboarding Experience Manager will drive process and quality collaboration and process improvement throughout the onboarding customer journey. The role will be responsible for ensuring consistent, reliable and dedicated service and enable operation processes to meet the customer experience, satisfaction and quality goals.

Dedication to Gigaclear Customers to ensure a premium service and experience when joining Gigaclear. Designing, executing, and maintaining processes internally to both improve the customer experience and encourage customer-centric perspective during build and onboarding.

Creating and maintaining proactive processes and management of build and onboarding to allow constant improvement and analysis on the service being provided. Improving and reviewing quality and handling of Network Build and RFSI queries.

### Key Accountability & Responsibilities

- To lead Network Build Care and RFSI teams to ensure a consistent premium service and experience is being provided to Gigaclear Communities and Customers.
- Manage and see through to closure all Network Build and RFSI related CEO escalations.
- Enable the Network Build Care team to provide an effective and informative answer to any build related queries.
- Maintain the current service being provided by Network Build Care and continue to engage with Delivery team and Community Engagement Managers to ensure consistent and time effective answers provided.
- Build, lead and enable the RFSI team to handle all RFSI queries through to installation.
- To perform service reviews with the Gigaclear Installation team, Installation supplier and GM's / Delivery team to highlight RFSI causes – present the commercial and customer experience impact and influence the delivery of service improvements and root cause eradication.

- To improve processes, manage suppliers and internal stakeholders affecting RFSIs.
- To enable teams to provide customers with proactive and timely communications, mitigating the need for contact from the customer.
- To analyse the root cause of NBC and RFSI issues and create a service improvement plan to mitigate and eradicate.
- To build and implement processes to simplify, automate and reduce unnecessary workload.
- To own the RFSI improvement work stream which entail cleaning up historical customer orders, proactive customer comms and driving improvements
- To be able to report on performance against SLAs, KPIs, NPS measure along with the volume, type and cause.
- To transition RFSI team to an onboarding team, were the customers experience is owned up to the first bill. To be actioned by Q1 2020.
- Ability to coordinate resolution actions across all required Gigaclear teams.
- Reviewing the Gigaclear installation process and communication and identify improvements that would reduce RFSIs and escalations.
- Review the root cause of all RFSIs and Network Build Care queries with the GM's and Delivery team to drive quality and mitigation of poor experiences.

## **Knowledge & Skills**

- Proven experience in the delivery of high-quality customer service and communications
- Process writing
- Document writing
- Knowledge management
- Management information and analytics
- Technically competent with Office 365, Visio, PowerPoint and Salesforce
- Excellent excel capabilities
- Ability to liaise and deal with people at all levels both internal and external to the business
- Conflict management
- A disciplined approach to problem solving
- Effective at external and internal stakeholder management
- Calm, measured and articulate
- Excellent organisational skills
- Ability to prioritise and delegate

## **Our Values**

**Find a way** - we will work together to deliver market-leading solutions and provide customer service excellence to our communities

**Do the right thing** - we always base our decisions on what we believe is fair, considerate and in the best interest of our customers and our colleagues

**Be committed** - we are all accountable for our actions and work relentlessly with our many customers to deliver on our promises

**Keep it simple** - we take potentially complex and confusing information and we make it easy for everyone to understand

*This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may be varied (after discussion), subject to the needs of the business and in keeping with the general profile of the role.*