

## Job description

**Job Title:** Head of Customer Experience

**Location:** Abingdon, Head Office

**Department:** Retail

**Position Reports To:** Chief Marketing Officer

### 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.

### Purpose of the job

The Customer Experience team is a cross functional team that sits across customer service and network operations;

- Customer Experience: Contact centre responsible for in life customer service
- Network Build Care and Onboarding: Contact centre team responsible for pre-live customer service
- Service Operations: Responsible for monitoring and maintaining our network
- Network Operations Field Team: Responsible for maintaining and repairing network via team of field engineers

The aim of the Customer Experience team is to ensure a best in class experience for all members of the public that encounter Gigaclear, whether through the infrastructure build phase, onboarding or as an existing Gigaclear customer.

This is a wide-ranging role working across multiple business areas which includes communication, customer interaction and support as well as technical support teams dealing with service issues and escalations including the ownership of all customer data across Gigaclear.

### Key Accountability & Responsibilities

- Customer experience and Network Build Care:
  - Own and implement Gigaclear's customer service strategy
  - Provide a 24/7/365 function to ensure all Operational KPIs and SLAs are achieved
  - Measure and report on effectiveness of team against these key KPI's and put data at the heart of decision making
  - Recruit and train an outstanding customer-centric team to manage customer issues efficiently and effectively
  - Transform customer experience with continual service improvements - mapping, measuring and optimising the end to end customer journey and making improvements

- Continually improve service levels and Gigaclear's Net Promoter Score using a combination of Problem and Service Management tools
- Promote the customer perspective through senior level decision making and strategy decisions
- Implement innovative systems and processes, making business cases for new technology to streamline service and reduce customer contact into Gigaclear whilst improving service levels
- Service and Network Operations:
  - Build and inspire team of engineers to ensure we are delivering optimal customer experience
  - Set strategy and execute strategy for operational teams to enable us to deliver improved quality to our customers
  - Ensure function achieves all Operational KPIs and SLAs are achieved
  - Measure and report on effectiveness of team against these key KPI's and put data at the heart of decision making
  - Identify and implement improvements to Gigaclear's network monitoring, fault identification and fix processes and systems
  - Ensure that Gigaclear's operational processes are fit for purpose through continuous testing and improvement

## **Knowledge & Skills**

- Experience in building highly effective customer service teams
- Experience managing team of field engineers and managing work to time, quality and cost.
- Experienced following Health and Safety best practice
- Good understanding of fibre networks and maintenance, Engineering background, highly desirable
- Passionate about customer experience – you have a natural desire to deliver best in class service and are an experienced leader
- Experienced team manager – able to coach and train the team, performance manage and inspire on a daily basis
- Ability to handle escalations and complaints quickly and effectively
- Analytical approach with focus on KPI's and using data to drive decision making
- with excellent complaint management, best practice, quality and risk/compliance.
- Results driven, taking accountability for the customer KPI's
- Excellent collaborator, bringing together several diverse internal and external teams
- Experienced in improving customer experience with the ability to drive process improvement, ideally Lean / Six Sigma trained
- Excellent communication and presentation skills with the ability to influence and inspire others to achieve results
- Practical, creative, fast-thinking

## **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.*