

Role Profile

Role Title:	Customer Experience Officer
Department:	Portfolio Management and Customer Experience
Role Purpose:	<p>To support the Customer Experience Team Leader to drive and improve process change to enable positive outcomes for Midland Heart's customers and the organisation.</p> <p>To lead the investigation and resolution of complaints, working closely with customers, business leads and external contractors to achieve resolution.</p>
Reporting to:	Service Improvement Manager
Responsible for:	None
Disclosure level:	NA
Role Level:	Frontline Worker

Key Role Responsibilities	<p>To take ownership and responsibility for any complaint that goes beyond stage 1 of the complaint process liaising directly with the business to ensure that the complaint is resolved.</p> <p>To produce monthly case studies on service failure from all areas of the business to inform managers where service improvement is required and failure has occurred.</p> <p>To handle all customer contact accurately and consistently in order to deliver a great customer experience, maintaining a positive and professional attitude at all times.</p> <p>Support the continuous improvement of services to customers across the business through the analysis and identification of the root cause for complaints.</p> <p>To monitor all complaints Key Performance Indicators (KPIs) ensuring that the organisation is responding to complaints on time and in the appropriate manner e.g. positive first response.</p> <p>To accurately record and receipt as required all customer contact and actions, including to the logging of complaints and correspondence.</p>
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	<p>Engage and network across the business to negotiate practical solutions to meet customer needs and drive forward service innovation.</p> <p>Influence strategic and operational service delivery by researching and suggesting improvement to the holistic customer experience.</p> <p>Analyse and interpret raw data, from a variety of sources, and present it in a manner appropriate to a variety of audiences – internal and external.</p> <p>To communicate clearly and concisely with external and internal customers by a range of methods most appropriate to the circumstances. This will include the production of complex written reports</p> <p>Take a structured and consistent approach to problem-solving, ensuring quality, customer satisfaction, cost and efficiency is taken into consideration at all times.</p>
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<p>Education, Qualifications and Training</p>	<p>Good levels of numeracy and literacy</p>
<p>Knowledge and Experience</p>	<p>Excellent analytical ability, with experience of using Excel at an intermediate to advanced level.</p> <p>Experience of producing and present complex reports, policies and strategies to a variety of audiences - both internal and external.</p> <p>A proven track record of quality process improvement.</p> <p>Experience identifying the root cause of a complaint and the corresponding improvement in services that is required.</p> <p>Proven experience of providing a customer orientated service with a commitment to high standards of service delivery where difficult to resolve situation may arise.</p>
<p>Role Specific Skills & Behaviours</p>	<p>Communicates clearly and concisely with external and internal customers by a range of methods</p> <p>Uses own initiative to seek improvements to key tasks and/or processes within job role. Supports and embraces change when required.</p> <p>Demonstrates awareness of cultural and community diversity and sensitivity to the specific needs of individual customers.</p>

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