

Role Profile

Role Title:	Customer Experience Officer
Department:	Portfolio Management and Customer Experience
Role Purpose:	To support the Quality and Customer Experience Manager to drive and improve process change to enable positive outcomes for Midland Heart's customers and the organisation. To lead the investigation and resolution of complaints, working closely with customers, business leads and external contractors to achieve resolution.
Reporting to:	Quality and Customer Experience Manager
Responsible for:	N/A
Checks:	Basic DBS and Social Media Check
Role Level:	Frontline Worker

Key Role Responsibilities	<ul style="list-style-type: none"> • 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. • 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. • 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. • Support the continuous improvement of services to customers across the business through the analysis and identification of the root cause for complaints. • 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. • To accurately record and receipt as required all customer contact and actions, including to the logging of complaints and correspondence. • Engage and network across the business to negotiate practical solutions to meet customer needs and drive forward service innovation.
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	<ul style="list-style-type: none"> • Influence strategic and operational service delivery by researching and suggesting improvement to the holistic customer experience. • 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. T • 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. • Take a structured and consistent approach to problem-solving, ensuring quality, customer satisfaction, cost and efficiency is taken into consideration at all times.
<p>Education, Qualifications and Training</p>	<ul style="list-style-type: none"> • Excellent levels of numeracy and literacy.
<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> • Excellent analytical ability, with experience of using Excel at an intermediate to advanced level • Experience of producing and present complex reports, policies and strategies to a variety of audiences - both internal and external • A proven track record of quality process improvement • Experience identifying the root cause of a complaint and the corresponding improvement in services that is required • 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>Role Specific Skills & Behaviours</p>	<ul style="list-style-type: none"> • Communicates clearly and concisely with external and internal customers by a range of methods • Uses own initiative to seek improvements to key tasks and/or processes within job role • Supports and embraces change when required • Demonstrates awareness of cultural and community diversity and sensitivity to the specific needs of individual customers.