

Customer Experience Manager

Location: Victoria or Bracknell, with blended working	Profession: Account Management
Reports to: Customer & Operations Lead	
People Management: Senior Account Co-ordinator, Account Co-ordinator	
Assignment Management: N/A	
<p>Job description (critical purpose)</p> <p>You will recruit, lead and people manage the Operational Team to deliver all aspects of customer service and 3rd party operational interfaces, ensuring all service and operational key performance indicators and service level agreements are achieved.</p> <p>You will act as an ambassador for the brand, playing a part in enabling the delivery of outstanding service through exceptional communication, stakeholder management and engagement.</p> <p>You will manage all financial invoicing of 3rd party business transactions, processing credit and finance settlements. You will identify and brief into the B2B operational development team and wider business stakeholders, recommendations to deliver continuous improvements to improve project reliant interfaces and processes.</p> <p>You will also identify new ways of working and negotiate on any change processes with stakeholders, assessing the impact of any change and make recommendations to mitigate.</p> <p>You will capture customer requirements and explore ways to develop to meet their needs, successfully resolving customer complaints where necessary.</p> <p><i>Through your Profession you will have the opportunity to develop and stretch personally and professionally to achieve your potential.</i></p> <p><i>The Partnership supports agile and flexible working practices, such as when, where and how we work. We have several different ways to work flexibly, including part-time, flexible or compressed hours, and job sharing. Head office areas also support a blended working approach.</i></p> <p><i>We celebrate diversity and inclusion in the John Lewis Partnership and we are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.</i></p>	
<p>Primary Outcomes & Accountabilities</p> <p>Manage 3rd party operational relationships, agreeing measures and key KPIs and customer service metrics.</p> <p>Manage operational projects, assess the impact of the change and mitigate any risks.</p> <p>Ensure operational continuous improvement, to improve project reliant interfaces and processes</p> <p>Work closely with Business Leads and Business Managers and manage 3rd party relationships.</p> <p>You may be responsible for the reporting of sales numbers and leading the BTA process with the Account Management team as required.</p>	<p>Measures of success</p> <p>Operational KPIs including availability</p> <p>Orders/invoices processed on time</p> <p>Customer satisfaction through feedback</p> <p>Delivery of CI initiatives</p> <p>Partner survey</p> <p>Embedding new processes within the team</p> <p>Financial audit results (where applicable)</p>

<p>You will be responsible for financial integrity and ensure all finance processes and audits are delivered to Partnership requirements.</p> <p><i>Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently.</i></p> <p><i>Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different. Continuously engage with and actively contribute to your Profession</i></p> <p><i>Take responsibility for actively engaging with change</i></p> <p><i>Create the conditions for all Partners to thrive, make their best contribution and achieve their potential.</i></p> <p><i>Appreciate what different life experiences bring to the Partnership and the value this adds to unbiased and smarter decision making.</i></p> <p><i>Set the tone, context and outcomes for the team with the voice of the customer at the heart.</i></p> <p><i>Enable the conditions for Partner opinion to be heard and acted upon.</i></p> <p><i>Engage and lead People Managers and Partners in delivering and embedding change consistently and effectively.</i></p>	
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Skills	
Stakeholder Management	Identifies who is impacted by or involved in your goals/objectives and therefore who is key to achieving the desired successful outcomes. Understands the motivations and priorities of these stakeholders and takes these into account in order to build and manage sustainable relationships. Can anticipate potential challenges stakeholders may bring and puts plans in place to achieve collaboration.
Developing teams	Builds high performing teams through integrating a diversity and blend of skills and personalities and supporting a trust based environment. Empowers the team to achieve success with a shared sense of purpose and clarity on team goals
Empowering others through delegation	Shares own vision with others in a compelling way to enable an environment of stretch and challenge balanced with support so they can act and deliver success for you with freedom and without micromanagement
Relationship Centred Communication	Interacts with respect and friendliness to convey views with clarity and empathy. Faces into differences of opinion and surfaces these constructively and works collaboratively to agree a shared solution with lasting results.
Developing Others	Is a specialist in people, being fully inclusive in identifying potential and talent in others. Enables and empowers Partners to grow and develop in capability and knowledge to build their confidence, whilst making no assumptions about their capability. Supports Partners in their career aspirations to do more, do different, do better. Is adept at using their judgement confidently when it comes to holding regular performance conversations with Partners.

The six Assessment Criteria for Resourcing most relevant to this role are:

- Customer & Performance Focus
- Empowered Partner
- Planning and Delivering excellence
- Collaborating and Supporting
- Unlocking potential
- Communicating and influencing

Qualifications & Experience

Essential : Experienced people manager, analytical skills, Google Suite. Track record of delivering continuous improvement initiatives

Desirable : Project management skills, negotiation skills. Previous experience in wholesale. Knowledge of JL or Waitrose merchandising and supply chain systems and processes, MS Office, Business Objects,

<i>Version</i>	<i>Created/updated by</i>	<i>Date</i>

APPENDIX DOCUMENT: **INTERNAL USE REQUIREMENTS ONLY** for People teams

Partnership Level: xx
Manager's Partnership level: xx
Job Family Group:
Job Family:
Pay range/Compensation Grade Profile:

Vetting required? (Yes or No)

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