

Job Description

Role Title	Customer Experience Officer	
Directorate	Consumer Advice	
Team	Wales Advice Centre	
Line Manager	Assistant Advice Centre Manager	
New/ Existing Role	New	
Perm/ Fixed Term	Permanent	Grade 4
Job Purpose	<p>To collaboratively maintain and improve the quality and customer experience for people using advice services to ensure we deliver a world class service and advisors perform well. Achieved through monitoring, trend analysis, coaching, training, resource and process maintenance and the application of innovative solutions to continually improve. Support various customer experience projects, processes and escalated complaints.</p> <p>The role includes identifying opportunities for improvement in processes, materials and through staff training to ensure the team have the knowledge and ability to deliver a consistent service</p> <p>You will also create, design and roll out advice service specific training material that will be used for new starters and existing advisors to ensure everyone is able to operate to a high performance standard.</p> <p>The role also includes being the champion for iDevelop activity within the team to ensure mandatory courses are completed on time and to encourage and identify useful non-mandatory courses that support advisor development.</p>	

Resource Management Responsibilities	Budget/ Equipment Accountabilities	People (EST) Accountability	Contractor Accountability
<p>Critical Accountabilities (between 4-8)</p>	<p>Nil</p>	<p>Nil</p>	<p>Nil</p>
			<ul style="list-style-type: none"> • Assist the team in monthly monitoring spot-checks, preparing reports and benchmark with local evaluators to ensure consistency and identify trends and opportunities for improvement, thinking both about the customer experience and advisor delivery. • Liaise with, coach, upskill and develop team and support them to meet or exceed contracted standards of service and improve the quality of advice and experience provided to customers. • Completion and maintenance of all required reports, processes and administration and attendance/facilitation of several key collaborative meetings. • Ensure the programme advisor material always provides value and is up to date, factual, relevant, engaging and interactive. • Create, design and deliver service specific training, including delivery of wider EST training to continuously improve all aspects of advice services. • Support the handling of customer feedback and complaints. This may include handling escalated complaints, reporting to funders, identifying trends and addressing training needs. • Provide support to the customer experience team on any current project-based work which contributes to the overall customer experience related objectives. • Supporting the Team Leaders, ensuring the customer experience targets are met (or exceeded) in order to deliver a world class service. • Maintain the content and quality of the advisor handbook to ensure advisors have up to date access to schemes and support services.

Knowledge, skills and qualifications required	Must have: <ul style="list-style-type: none">• Customer focused.• Excellent organisational, reporting and administrative skills.• Exceptional communication skills, both written and verbal.• Coaching and influencing skills.• Experience in designing and delivering training/development presentations (virtually and face to face).• Strong data analytical and research skills with a meticulous eye for detail.• Ability to identify areas of improvement and recommend solutions/implement actions.• Self-starter and able to work on own initiative.• Ability to prioritise tasks within a demanding environment.• Results orientated with the ability to work to deadlines.• Team player who works co-operatively to deliver results.
	Desirable: <ul style="list-style-type: none">• Previous call monitoring experience beneficial but training can be provided.• Report and process writing experience.