

CUSTOMER EXPERIENCE MANAGER

JOB DESCRIPTION & PERSON SPECIFICATION

NAME:**COMPANY:****BI WORLDWIDE****DEPARTMENT OR TEAM:****Participant Experience Team****REPORTS TO:****Client Operations Director**

Objectives of Role:

The position is responsible for driving operational excellence and effectiveness, strategic insight and continuous improvement across the Customer Experience Contact Centre. The role supports scalable ways of working through performance monitoring, reporting, forecasting, automation opportunities and the implementation of process improvements, while maintaining a strong focus on service quality and customer experience.

- Ensure that the customer is at the heart of all decisions made by the department.
- Support and collaborate with client account teams across BIW International offices to deliver an exceptional customer experience, representing BIW in client-facing engagements as required.
- Partner with client account teams and the Rewards Team to successfully onboard new clients and suppliers into the Customer Experience function, ensuring seamless transitions through the development of effective processes, comprehensive documentation, and the delivery of training across the team.
- Develop and maintain effective supplier relationships as the primary Customer Experience representative, monitoring service performance and addressing potential issues proactively to ensure departmental SLAs and operational objectives are consistently delivered.
- Serve as the day-to-day liaison between internal stakeholders and external partners, maintaining effective communication and collaboration to support the delivery of SLAs, KPIs, and high-quality service standards.
- Working with the Customer Experience Team Leaders (TL) to ensure that all SLAs and KPIs are monitored and achieved for all campaigns, always maintaining a high level of quality.
- Review and authorise custom and replacement order charges within defined authority limits. Managing on-hold orders efficiently to support a seamless customer experience.
- Ensuring that all Customer Experience Agents have and are operating with up-to-date clients, campaigns, suppliers and process knowledge.
- Review and analysis of historical data and feedback, identifying trends, and providing recommendations to improve performance, service delivery, and operational planning.
- Lead workforce planning and demand forecasting to optimise resource allocation, ensuring the consistent delivery of SLAs, KPIs, and high-quality service, with a particular focus on peak operational periods.
- Overall responsibility for managing customer, client, account teams and supplier escalations ensuring a satisfactory resolution.

Objectives of Role, continued.

- Providing accurate internal and external reporting on client and department performance and insight.

Responsibilities:

To include, but not be limited to, the following:

- Act as an AI champion within the department, identifying opportunities to improve efficiency, scalability and ways of working using automation and emerging tools.
- Define, monitor and review department strategy in partnership with the COD, ensuring plans remain aligned to operational priorities and business goals.
- Monitor department SLAs, KPIs and PSAT performance, providing clear insight into trends, risks and opportunities for improvement.
- Lead the development and maintenance of automated department reporting, including Pareto analysis, forecast reporting, agent dashboards and client reporting, to support timely and informed decision-making.
- Research existing tools and capabilities and recommend scalable automated solutions, including platforms such as L/IO and CASSY, where they support operational efficiency.
- Stay informed of developments in customer experience, technology, and industry standards, evaluating opportunities and making recommendations to the COD to enhance service delivery and business performance where relevant.
- Work alongside the Rewards team and other internal stakeholders to identify process improvements, including those relating to clients and suppliers and cross-functional ways of working.
- Line management of Customer Experience Team Leaders, coaching, mentoring and supporting capability development and consistent performance management across the team.
- Review process improvement opportunities identified by the Quality and Performance Manager and oversee implementation with Customer Experience Team Leaders.
- Measure and report on the impact of process improvements, including return on time, and ensure outcomes are embedded into departmental practice.

This job description should be regarded as providing guidelines within which an individual works. Other duties within the skills and capabilities of an individual may be assigned from time to time.

Person Specification:

The experience, skills, and personal attributes required of the job holder include, but are not limited to:

- Experience of working in PET, CST, customer service, telemarketing or client service
- Experience of working with a fully integrated Contact Centre application
- Experience using databases and carrying out analysis of data
- Experience of creating operational processes and procedures and operational guidelines
- Demonstrable resource management experience
- Excellent communication and presentation skills
- Track record of developing strong business relationships
- Experienced in leading multiple helpdesks (phone/email) within a multi-lingual environment
- European language skills would be an advantage
- Strong leadership skills and the ability to direct, motivate and develop staff
- Excellent organisational, methodical and process skills
- Good demonstrable knowledge of PC skills including Access, Word, Excel and Outlook

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