



Job Description

Role Title	Customer experience coordinator – projects
Job Family & Category	Customer excellence; coordinator
Team	Customer experience team
Line Manager	Senior manager, customer experience and quality
New/ Existing Role	Modified existing role
Perm/ Fixed Term	Permanent
Resource and Management Responsibilities	<ul style="list-style-type: none"> ▪ None
Job purpose	<p>To contribute to the mobilisation of new energy advice programmes by setting up, integrating and advising on the Energy Saving Trust world class framework requirements in collaboration with peers.</p> <p>Lead, coordinate, explore or contribute to work on a range of ongoing projects led by the customer experience team, with project order determined by team-assigned priorities that:</p> <ul style="list-style-type: none"> ▪ Support business growth whilst maintaining high levels of customer experience. ▪ Investigate operational and digital efficiency solutions. ▪ Ensure our ongoing ability to meet or exceed the organisation's world class strategic objective and customer experience related key performance indicators (KPIs). ▪ Drive continuous improvement through customer voice and colleague knowledge development. ▪ Help embed any projects derived from areas of industry best practice. ▪ Contribute to the customer experience team's vision, team support and overall success.
Key responsibilities	<ul style="list-style-type: none"> ▪ Integrate the Energy Saving Trust world class framework for new programmes, by collaborating with programme teams and relevant colleagues to ensure all pillars and requirements are set up for all customer facing channels, including digital. ▪ Contribute to new programme set up meetings and provide advice to mobilisation and business development colleagues on customer

experience considerations.

- Contribute to a range of customer experience projects by creating content, exploring and investigating, coordinating and collaborating across teams, and adding value through innovative ideas and insights.
- Support scalable business growth by exploring and enhancing data use (e.g. automation and analytics), improving digital quality monitoring, and identifying operational efficiencies.
- Help achieve world-class standards and KPIs by developing knowledge resources, training materials, and eLearning modules.
- Drive continuous improvement using customer voice data-enhancing analysis solutions, supporting behavioural change initiatives, and improving survey reporting.
- Apply industry best practices by embedding relevant insights from our CCA Global membership and similar bodies.
- Propose innovative projects and new ideas to enhance support, adapting to evolving needs and benefits, supporting the rollout of outcomes and ensuring successful integration across teams.
- A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.

Impact description

Within one month, you will:

- **Company framework:** Be confident and understand the Energy Saving Trust world class framework, its pillars and how it applies to all existing and new programmes.
- **Build relationships:** Establish strong relationships with key programme team members and leaders including mobilisation colleagues.
- **Projects:** Start contributing to ongoing customer experience projects by attending or setting up meetings, offering insights and action and beginning to integrate the company framework into any new programmes.

Within three months, you will:

- **Projects:** Actively coordinate or contribute to projects that support business growth and achieve KPIs, prioritising focus as needed.
- **Resources:** Start to develop eLearning modules for our operations induction package. Support the development of our current

	<p>evaluator resources and training materials.</p> <ul style="list-style-type: none"> ▪ CX data: Analyse customer voice data sources and explore or co-lead accurate automated or innovative methods of data analysis. ▪ New scheme setup: Confidently and collaboratively implement the World Class Framework into new schemes. Develop training and process documents that will ensure success within each pillar. Promote Framework awareness across the business, and facilitate knowledge sharing. ▪ Collaborate with key colleagues to enhance digital quality monitoring activity. <p>Within six months, you will:</p> <ul style="list-style-type: none"> ▪ Survey analysis: Collaborate with key stakeholders to enhance customer satisfaction survey reporting and continuously improve analysis processes across multiple teams. ▪ Effective data analysis use: Disseminate cross cutting customer feedback insight to support organisational development and a customer first culture. ▪ Investigate operational efficiency models to improve customer experience processes. ▪ Multiple projects: Continue to develop and enhance ongoing projects. Propose and develop new projects. Demonstrate your ability to coordinate several projects simultaneously, achieving deadlines allocated by the customer experience management team.
<p>Knowledge, skills and qualifications required</p>	<p>Essential:</p> <ul style="list-style-type: none"> ▪ A proven track record of having a strong customer focus with a passion for customer experience excellence. ▪ Experience in supporting the delivery of multiple projects, a strong background in administrative support or demonstratable experience of coordinating multiple tasks and colleagues. ▪ Proven ability to lead and facilitate meetings with internal and external stakeholders, ensuring clear communication and actionable outcomes in both in-person and virtual settings. ▪ Experience working collaboratively within multi-skilled teams, effectively engaging with individuals across various teams and levels of seniority. ▪ Strong communication and collaboration skills, with a positive and enthusiastic approach to engaging diverse audiences.

	<ul style="list-style-type: none"> ▪ An innovative, creative and solutions focused mindset to add value to projects, with a willingness to learn a vast amount of information across a range of subjects and scope out new things. ▪ Self-motivated, dynamic, and the ability to work on own initiative as well as react positively to guidance. ▪ Solid experience using Microsoft software, including Excel, Word, Outlook, Teams, PowerPoint and One Note, with confidence and proficiency. ▪ Ability to stay highly organised and balance multiple tasks within a demanding environment. ▪ Excellent oral, written and interpersonal communication skills with a passion for attention to detail in everything you do. <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Experience or knowledge of creating or developing eLearning modules but training can be provided. • Awareness of, interest in or willingness to learn about data automation and digital process improvements. • Experience in quality monitoring and/or quality monitoring creation.
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