

**Job Title:** Head of Client Services

**Department:** Client Experience

**Responsible to:** Head of Client Experience

**Location:** Citipost Mail, Unit 3 Swanwick Court, Swanwick, Alfreton, Derbyshire, DE55 7AS

### The Role

*The Head of Client Services is a key strategic and operational leadership role responsible for the development, continuous improvement and delivery of our customer's experience. Responsible for client satisfaction to ensure we exceed our service level obligations and client expectations. Leading and developing a high-performing team to deliver an exceptional client experience, supporting the business growth.*

*Reporting into the Head of Client Experience, you will be accountable for managing the Client Services team whose activities affect the delivery of first-class customer support to our Citipost Mail customers.*

*The aim is to resolve complaints at the earliest opportunity to meet regulatory standards, improve customer satisfaction and provide guidance and trend analysis to improve processes.*

*You will be a highly motivated and multi-disciplined individual with extensive experience in strategic relationships and operational management, with a proven track record in delivering to target, building and leading teams and providing exemplary levels of service to stakeholders.*

*Business goals and values should always be centred on client retention, adding value, driving mutual profit and reducing cost.*

### Key Responsibilities and Accountabilities

- Responsible for the development, performance and maintenance of the Client Services Team
- Strategically lead and develop a team of Client Experience Managers to enhance performance by setting clear, accountable performance measures
- Create a culture and processes which achieve the business goals and objectives with regards to their customer service
- Create monthly and quarterly departmental reports to determine whether the teams KPIs are being met and identify room for improvement
- Resolve complex client problems or disputes in a professional manner
- Improve NPS (Net Promoter Score), CSAT (Customer Satisfaction) or other customer metric
- Identify new tools and technologies to better serve the customer
- Drive better sales through service
- Use Customer Insight and Root Cause Analytics to identify companywide improvements and present these to the board, senior stakeholders, peers
- Act as the voice of the customer across the organisation
- Confident leadership and positive attitude
- Identifying and providing feedback through 1:1s, effective use of personal development plans and provision of coaching and development opportunities
- Accountable for ensuring full regulatory compliance and legal requirements are met
- Identification of any potential risks/issues
- Work effectively with all peers, the board and senior stakeholders, Commercial, Finance, Marketing and Operations to negotiate and influence customer improvements
- Continually development improvements and embed successful change projects
- Strategic planning and implementation
- Project and change management
- Keep ahead of the industry developments and apply best practices to areas of improvement

## Person Specification

- Extensive experience of managing operational customer service teams
- Strong strategic and customer focus with a clear understanding of the wider issues impacting the relevant markets
- Proven management and/or relationship management experience at a senior, strategic level role
- Ability to build relationships both internal and external
- Established track record of exceeding targets, KPIs, SLAs in a quality led, legislative compliant environment
- Must demonstrate strong analytical thinking skills
- Possess strong problem-solving skills
- Superior organisational and time management skills
- Demonstrate ability to motivate and communication with others at all levels
- Influential relationship skills at all levels
- Able to use these relationships to deliver service improvements
- Excellent communication and negotiation skills
- Able to adapt and succeed in a changing environment
- Evidence of well-developed leadership skills
- Willingness to be flexible with working hours to suit needs of the client and the business
- UK driving licence

## Authority Levels

This is a responsible position which may need from time to time the autonomy to sign off additional costs to the business to ensure successful product management, product deployment and marketing - this position has the authority to sign off single additional costs up to the value of £1,000.00.

\*\* As an employee we expect you to follow; quality standards, protect the environment, follow health and safety practices and to ensure that General Data Protection Regulations are adhered to.