



# **POWERING YOUR CAREER**

**Customer Service Manager  
Role Profile**

## Customer Service Manager

Location: South Yorkshire North Lincolnshire

Directorate: Field Operations

Job Ref No: R5099

Do you want to help power your career and be part of an evolving energy industry?

An exciting opportunity has arisen for an enthusiastic Customer Service Manager to join our Field Operations Team.

The energy industry is advancing with investment in smart technology innovation and Northern Powergrid, as the company responsible for powering everyday life for 8 million customers across 3.9 million homes and businesses in the Northeast, Yorkshire and northern Lincolnshire, is at the forefront of delivering a power network that meets the region's needs, now and in the future.

Our vision is to be the best energy company in serving our 3.9 million homes, whilst delivering a sustainable energy solution. As a dedicated Customer Service Manager you will be an integral part of achieving this, while always striving to keep our customers' power flowing.

The purpose of the role is responsible for the strategic management and delivery of the Regional Customer Service Programme within South Yorkshire North Lincolnshire Region ensuring the analysis of BMCS performance and implementation of improvements. You will strive to deliver excellent customer service commitments supporting the wider business as required..

Along with a competitive salary between £50,000 - £55,000 plus a performance bonus of up to 10%, we also offer great benefits such as;

- Enrolment into our pension scheme
- 25 days holiday
- Personal transport provision

We're excited to hear from candidates with a passion for our company and the industry and a desire to succeed. [\*\*Apply now\*\*](#) and we'll be in touch.

### Key Responsibilities

The successful candidate will:

- Have direct line management responsibility for a team of customer service colleagues and managers, inspiring and motivating them to exceed all customer service targets and expectations.
- Initiating and continuing to define the Customer Service Improvement Programme across the whole business, coordinating a collaborative approach to deployment of strategic initiatives.
- Creating collaborative relationships with key business stakeholders to enable successful deployment of the customer service improvement programme.
- Championing the voice of the customer in key decisions making forums, ensuring that our internal processes are designed around what's right for our customers to make their life simpler and easier.
- Continue to embed a company-wide engagement programme focussed on embedding a stronger customer service culture throughout the organisation with dedicated focus both on external and internal customer service.
- Create an engaging communication programme for all colleagues and stakeholders on progress against the improvement plan initiatives, creating the opportunity for feedback.
- Define project tasks/ activities within the programme schedule, ensuring appropriate quality assurance procedures and success measures are in place and adhered to.
- Accountable for the integrity of the programme reporting mechanisms to support and inform strategic decision making and future business planning processes.

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- Working across all levels of the business up to and including CEO, leading regular Executive review of the customer service improvement programme.
- Leading cross-ONO working on customer service, working with the confines of regulatory guidance.
- External work with leading customer service organisations and Institute of Customer Service.
- Planning for RIIO-ED2 to ensure we are developing our services to meet commitments made to our customers as part of our business planning process.
- Managing the Broad Measure of Customer Satisfaction service with our external market research company.

### Key Competencies

- Strong leader – ability to manage and lead a group of people to achieve outstanding levels of customer service
- Ability to interpret large volumes of customer data to identify opportunities for improvement
- Ability to network and influence with key business stakeholders
- Project and programme management experience
- Confident articulating the voice of the customers
- Clear and concise written and verbal communication

### Qualifications and Attributes

#### Essential Qualifications and Experience

- Educated to degree level or above
- Experience of implementing customer service improvements/ customer experience/ change programmes
- Evidence of operating at a senior level within an organisation, influencing the change agenda

#### Desirable Qualifications and Experience

- Formally trained in Prince 2 / Programme Management

**[Click here to apply today](#)**

**Visit [northernpowergrid.com/careers](https://www.northernpowergrid.com/careers) to find out more about this and other career opportunities.**

**Posted:** 23 June 2022

**Closing date for applications:** 10 July 2022

*Applicants are considered on the basis of their suitability for the post irrespective of sex, marital status, sexual orientation, gender re-assignment, race, age or disability, in accordance with the Equality Act 2010.*