



JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	Customer Service Director
Reports to:	Managing Director, Education Operations
Location:	Swindon, London, Slough
Department:	Education Operations

2. ABOUT THE ROLE	
What you'll be doing?	Owning the learner and client experience for the duration of their experience with QA. Create and continually improve a world-class learning experience through exceptional and consistent service.
Key Responsibilities	<ul style="list-style-type: none"> • Achieve business outcomes using a range of tools, processes, systems and your creativity. You will determine the customer service standards in an ever-evolving and fast-paced organisation. • Implement changes that enhance service to our clients. This could be process or system related • Deliver organisational changes and consolidate teams where applicable to drive efficiencies and better customer service. • Identify, lead and deliver projects and strategic pieces of work identified as making a material impact on the learner experience using digital processes and tools. • Implement a single customer service desk following ITIL standards, with appropriate KPI's, resourcing and systems. • Use networking, influencing and communication skills to influence change in areas that are not in your direct control. • Implement a range of tools, systems and change programmes that ensure successful adoption and roll-out of digital tools that underpin a game-changing proposition. • Act as the role model of service excellence, setting the standard internally to step-up our expectations of exceptional service. • Bring others on the change journey; use a range of approaches to set a culture of continuous improvement and appropriate challenge.
KPIs & SLAs	<ul style="list-style-type: none"> • Identify and implement NPS improvements of a minimum of 10+ improvement points in the group score. • Make a material impact on learner and client feedback in relation to pre-course and post-course learner experience. • Zero dropped-calls. • Drive improved margins through a more efficient and automated supply chain

	<ul style="list-style-type: none"> • Achieve financial goals on change projects. • Support process improvements that result in step-improvements in learner outcomes (e.g. improved pass-rates, decreased process time or decreased effort in manual tasks).
<p>Key Working Relationships</p>	<ul style="list-style-type: none"> • Sales Directors. • Managing Director. • Operations Scheduling Director. • Delivery Directors across the group (HE, Learning, Apprenticeships). • Operations People Partner. • People Team. • Quality & Compliance Director. • Managing Director -Sales. • ExCo. • Head of Strategy. • Head of Legal. • Heads of Delivery. • Delivery Managers. • Scheduling Managers.

3. ABOUT YOU

<p>Your Competencies</p>	<ul style="list-style-type: none"> • Experience in driving change, switching the business from analogue to digital. • The role holder must have experience of disruptive digital transformation. • Change management: you must have experience in implementing change at pace. • Operational Excellence: the knowledge in driving efficiencies and more effective outcomes through process re-engineering and automation incl RPA • Communicating & Influencing at a range of levels, from classroom and back-office roles, to CXO level. • Exceptional written & presentational skills, with the ability to present complex process, operational, financial and commercial data in a simple way. • Stakeholder management is a must, with the ability to maintain relationships when you are not in day to day contact. • Problem solving; you will be expected to identify solutions to cross-team issues that others cannot see from within their own team. • Ability to make a persuasive argument when presented with multiple competing views. • Negotiating skills; the role will work with several competing views where compromises will need to be found for most stakeholders. • Leadership; the ability to demonstrate why change is required, often when it is not welcomed. • Line management skills; the role will be responsible for several teams and respect and excellent management and employee management critical to drive success. • Project management experience is essential, with the
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	<p>ability to plan and organise your own work and team.</p> <ul style="list-style-type: none"> • Ability to work under pressure with fast-paced deadlines. • Requirements and expectations will change and flexibility is a must.
Your Experience	<p>Customer Service background essential as this role centralises around delighting our customers.</p> <p>Experience in the operational management of an MLS business or team is essential.</p> <p>Experience in working at C-suite is essential, with PE experience beneficial. Digital disruption experience is essential.</p> <p>Analytical experience essential with expectation to self-serve data insights. Operational background is also essential as this role sits within operations and is expected to have a 'roll your sleeves up' approach to problem solving.</p>
Your Knowledge	<p>Technical background with an understanding of the latest workplace technologies and applications.</p> <p>Knowledge of Apprenticeships is beneficial but not essential.</p> <p>Knowledge of working in an environment that is government-funded and regulated is beneficial.</p> <p>A project management qualification would also be beneficial.</p>
Your Qualifications	No specifics.
What you'll bring to QA	An energetic change agent will bring a critical eye to the team, with the ability to turn this into mandated change where appropriate. The role holder will need to be DBS & BPSS checked.