

## Head of Customer Excellence

Salary: £62,160 – £65,814 per annum

Contract type: Full-time, Permanent

We are looking to appoint a Head of Customer Excellence, to create, lead and implement our Customer Excellence strategy. This exciting new role will define and develop our customer journey, developing a companywide approach to measuring customer satisfaction and identify key areas for improvement.

As Wales' largest awarding body, at WJEC we provide trusted bilingual qualifications, straight-forward specialist support, and reliable assessment to schools and colleges across the country. With more than 75 years' experience, we are also amongst the leading providers in both England and Northern Ireland.

The successful individual will have experience of developing and leading customer experience improvement programmes. They will have excellent interpersonal skills and the ability to lead teams and collaborate with other business areas to deliver objectives.

In addition, they will have the ability to manage multiple projects and have an understanding of CRM systems and the measurement of customer satisfaction frameworks, such as NPS. Experience of managing teams within a busy contact centre or customer focused environment, would be beneficial.

This role will provide one clear accountable owner for the design, development and delivery of all customer journey improvement activity. Ultimately responsible for ensuring that change initiatives land safely into the operation and are embedded fully and adopted as the enduring journey/experience or process. This will require creativity and innovation in designing multiple strands of the customer excellence strategy for delivery and implementation across the organisation.

This role is a hybrid post, enabling the successful candidate to split their time between WJEC offices and working at home, subject to personal preference and business need.

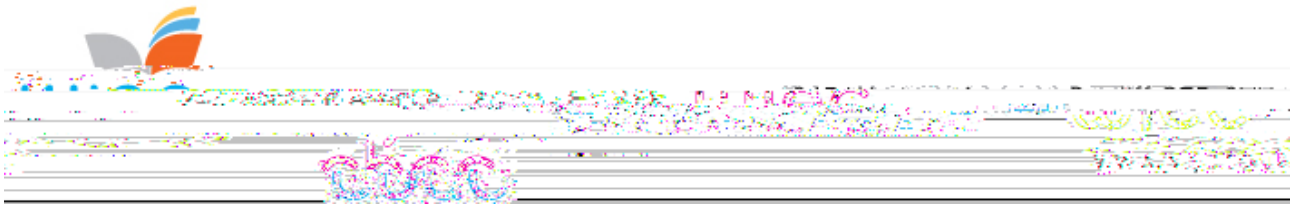
At WJEC, we pride ourselves on being an inclusive and supportive place to work. We also offer a range of excellent benefits including: 25 days annual leave per year, plus 16 statutory/additional holidays, a competitive pension scheme and numerous family friendly policies.

If you would like to know more about the position or about working for WJEC, please contact [elizabeth.east@wjec.co.uk](mailto:elizabeth.east@wjec.co.uk) who would be more than happy to speak to you.

Please visit [our website](#) to download a copy of the job description and application form.

**Closing date: 12:00, Monday 20 May 2024**

Interviews are expected to take place on 29 and 30 May 2024.



Working closely with internal stakeholders and in particular, our marketing and

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**Person Specification**

**Job**

Implementing change in a regulated environment

**Desirable**

Experience of managing teams within a busy contact centre or retail environment, to targets and tight deadlines

Experience of supporting the professional development of others

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**Training / Qualifications**

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**Highly desirable**

Evidence of relevant Continual Professional Development

**Desirable**

Evidence of relevant Leadership and Management Development

**Teitl y Swydd /  
Job Title:**

Pennaeth Rhagoriaeth Cwsmeriaid /