



WE NEED YOU

WE'RE LOOKING FOR

CONTACT CENTRE EXPERIENCE MANAGER

LOCATION:

Chertsey

WORKING HOURS:

Monday – Friday 37.5 hours per week

SALARY/DAY RATE:

£48,000 - £51,000 per annum

OTHER BENEFITS:

Company Car, Reward Scheme 10% Bonus, Life Assurance, PerkBox Discounts, Aviva Pension, Samsung Discounts, Company Sick Pay, ETHIC Values - Employee of the month: a chance to win a £500 lifestyle voucher!

CONTACT TYPE:

Permanent

**FIELD TEAM
CONTACT CENTRE
EXPERIENCE
MANAGER****WE'RE LOOKING FOR PASSIONATE PEOPLE PERSON**

This role will be dedicated to ensuring Samsung is recognised as the Number 1 Manufacturer across the UK and Overseas Call Centres. Working with the Lead Contact Centre Strategy Manager and Senior Stakeholders within SEUK engagement to create and deliver a strategy across all Channel Partners to drive the Number 1 position in premium market share and customer experience within Channel Contact Centres.

Working with the Lead Contact Centre Strategy Manager and supporting the Contact Centre Operations Manager to develop strong relationships with senior channel contacts to ensure our strategy and plans are implemented successfully.

Identifying new opportunities and areas where we can adapt and grow SEUK key programmes, for continual improvement within channel environments.

TO MAKE A REAL DIFFERENCE IN THESE AREAS**COLLABORATION & COMMUNICATION**

- Engaging with key stakeholders in channels to support planning and execution of Samsung initiatives.
- Working collaboratively with the Channel Management team to ensure efficient planning of all experience activities and projects.
- Visit sites to build solid relationships with site contacts and ensure plans are implemented effectively at every level.
- Analyse data to identify areas of opportunity, and demonstrate ROI to Senior Management
- Supporting the Channel Management team with Monthly Account Meetings for SEUK internal teams, followed by bespoke sell in sessions with customer Contact Centre teams.
- Conduct Full PIR (Post Implementation Reviews) on all field engagement projects and visits
- Analyse Communications data to identify areas of opportunity in how and what we message.
- Ownership of agency management relationships to maximise the output from SEUK investment.
- Gatekeeper on any competitor insights and mystery shopper data to communicate internal and ensure our strategy aligns with the feedback.
- Working with both onshore and offshore channel partners to create engaging, channel specific training content for advisors and HQ teams.

INNOVATIVE SOLUTIONS

- Build and execute a contact centre experience strategy which supports our business objectives and creates an engaging experience for agents to learn about Samsung through hands on engagement.
- Think differently proposing and developing new experiences and solutions for advisors within contact centres – Identifying issues and finding solutions before problems arise.

**FIELD TEAM
CONTACT CENTRE
EXPERIENCE
MANAGER****ACTIVATION & PROJECT MANAGEMENT**

- Support implementation of tactical activations within Contact Centre.
- Designing and implementing new space planning processes and systems.
- Leading on new furniture projects and branded space opportunities in the Contact Centre estate.
- Project Manage ad-hoc Initiatives to launch, leading cross-functional teams to deliver the chosen projects.
- Build and maintain an agent universe by channel to understand our audience within each Contact Centre location
- Demonstrate ROI to Senior Management in all projects.

REPORTING & INSIGHTS

- Assist with reporting delivery to ensure total visibility of team performance across the MX business sharing key learnings
- Support with ad-hoc report requests, analyse data and communicate to the relevant stakeholders
- Review reports and outcomes and feedback any ideas and suggestions for improvement with the management team
- Weekly and monthly collation of channel insights including the tracking of competitor activity and share of voice within the CC channels.
- Provide key insights to the business on product performance within the contact Centre estate.

**OUR IDEAL PERSON &
THE ESSENTIALS WE'RE AFTER****ESSENTIAL**

- Willing to embrace, live and embed our **ETHIC** values, **Excellence, Together, Heart, Integrity & Curious**
- Flexibility and resilience
- Relationship-building skills
- Flexible to travel (must have a clean driver's license)
- Able to multitask and meet tight deadlines
- Able to manage multiple, high-profile tasks
- Able to deal with multiple stakeholders
- Passion for detail and delivery
- Solution-based thinker
- Strong operational planning & implementation experience, with an ability to manage multiple customers/programmes.
- Experience in maximising investment (ROI)
- Experience in multisite field-based management
- Good analytical skills with Management information and systems knowledge
- People management experience

FIELD TEAM
CONTACT CENTRE
EXPERIENCE
MANAGER

DESIRABLE

- Commercial acumen to spot opportunities.
- Ability to document ideas and actions to drive performance.
- Customer-facing - autonomy to build relationships with key stakeholders.

Our ETHIC values are at the core of everything we do, the way we think, the approach we take. These five values are qualities we look for in every single member of the Blue Square team.

