

Job Description:
Customer Experience Manager

|  |  |
| --- | --- |
| Function: | Operations |
| Job:  | Business Manager (small) |
| Position:  | Customer Experience Manager |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Site Lead |
| Additional reporting line to: |  |
| Position location: | GSK Weybridge |
|  |
| 1. Purpose of the Job – State concisely the aim of the job.  |
| As the Customer Experience Manager, you will be responsible for managing all aspects of the customer journey for this site. You will also be responsible for ensuring that Sodexo provides the highest possible standard of all Front of House services to our clients.  You will manage communications on behalf of our client and liaise with other service partners to ensure smooth operation of our on-site services. You will also be responsible for supporting other managers with training, development and management of staff. |
|  |
| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| Revenue FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Add point
 |

Draft. Version: 27-03-2014

|  |
| --- |
| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
|  |

|  |
| --- |
| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Add point
* Add point
* Add point
 |

|  |
| --- |
| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Act as the primary representative of Sodexo within the Front of House services on site.
* Effective management of group mailboxes allocated to front of house services.
* Effective management of internal and external visitors.
* Effective management of communication tools (i.e Workplace)
* To act as the main Point of Contact for all Facilities queries; ensuring any issues are logged on the system and solved within SLA.
* Ensuring an effective operation and high standards, meeting Room bookings and Reception/Concierge services and other “on scope” activities on site.
* Fostering long term profitable relationships with clients and customers to increase new business opportunities by delivering operational excellence.
* Implement new ways of working to enhance the customer experience on site.
* To provide excellent customer Service by ensuring any internal and external clients have a positive experience whilst using our services on site.
* Provide direction and expertise by promoting Sodexo strategies and best business practices in order to uphold the Company mission and values.
 |

|  |
| --- |
| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Add point
* Add point
* Add point
 |

|  |
| --- |
| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Experience within a similar role
* Strong level of literacy and numeracy
* Highly effective communication and interpersonal skills
* Clear and effective leadership style
* Computer literate; Experience managing different systems and mailboxes
* Experience managing room booking system
* Able to demonstrate personal self-development
 |

|  |
| --- |
| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
|

|  |  |
| --- | --- |
| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
 |
|  | * Innovation and Change
 |
|  | * Business Consulting
 |
| * Commercial Awareness
 |  |
| * Employee Engagement
 |  |
| * Learning & Development
 |  |

 |

|  |
| --- |
| 9. Management Approval – To be completed by document owner |
|

|  |  |  |  |
| --- | --- | --- | --- |
| Version |  | Date |  |
| Document Owner |  |

 |