

JOB DESCRIPTION

Job Title	Head of Customer Experience		
Reports to	Executive Director of Estates & Campus Services		
Department	Estates & Campus Services		
Job Family	Business Services	Level	5

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

Estate & Campus Services has responsibility for leading and creating the strategic and operational plans that deliver high quality service and a consistent customer experience to all the School's stakeholders, including students, participants, faculty, staff, alumni and visitors to the School. This includes:

- Strategic and operational planning to deliver the estates masterplan.
- Strategic and operational planning for space optimisation as the School continues to grow.
- Effective management of the property portfolio including office moves, space timetabling room bookings, and catering services.
- The management of the school's property portfolio and the development of all sites including Sussex Place, Sammy Ofer Centre, Taunton Place and the North Building.
- Development of a Planned Preventative Maintenance Programme & effective reactive building services

- The ongoing maintenance of the estate, including the delivery of the schools 5 - year Capital projects plan.
- The planning and delivery of redecoration, renewal, and refurbishments.
- Retail and hospitality catering
- Reception, security and switchboard.
- The provision of cleaning, porters and post services.
- The Fitness and Wellbeing Centre.
- The Operational running of the Shop.

Job Purpose

The Head of Customer Experience is responsible for ensuring the delivery of an excellent customer experience to all our stakeholders. Working in partnership with stakeholders, suppliers and customers to ensure coordinated service delivery and an outstanding experience.

The Head of Customer Experience is responsible for managing expectations between customers/stakeholders and the Estate and Campus Services teams to ensure a positive, collaborative and effective service is delivered that commands the confidence and respect of its users.

The role is required to influence, represent and manage customer requirements, proactively identifying, championing and analysing business and customer needs and presenting effective strategies and solutions to promote continuous improvement.

The Head of Customer Experience is responsible for managing internal and contracted teams in conjunction with the Head of Campus Services, developing individuals and ensuring customer-centric behaviour's and excellence is delivered.

This includes a warm welcome; professional and well-co-ordinated service delivery; and the provision of excellent front of house services such as Catering; Reception; the Gift shop etc and the Customer Experience Managers who provide proactive quality assurance across campus and a 7-day immediate response for all live events & programmes.

This role also works closely with the Head of Campus Services to ensure that collectively our teams deliver, high quality, co-ordinated services across a wide range of stakeholders.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

- Lead, develop and manage a high performing team with clear objectives and accountabilities to achieve service excellence across all Front of House services, Catering, Reception, Gift Shop and the Customer Experience Managers.
- Ensure agreed service standards are delivered and implemented to enhance the Customer Experience through the delivery of all front-line services.

Strategy and Planning

- Define and execute a strategy to ensure an exceptional level of service is experienced at all times.
- Responsible for ensuring the strategy meets the evolving business requirements of a diverse stakeholder and customer base and works in support of organisational direction and initiatives.
- Contribute to the development of a vision/strategy for a department /division to enable the realisation of the London Business School vision.
- Lead the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.
- Ensure department Service Level Agreements are defined, delivered and implemented to support the Customer Experience, working closely with key departments to identify need, manage expectations and deliver excellent service for London Business School's community.

Partnering and Service Delivery

- Overall provision of professional and effective services to all customers, to meet or exceed customer expectations, particularly in terms of quality and timeliness.
- Responsible for ensuring SLA's and KPI's are met and where possible exceeded, to ensure the Customer Experience is of the highest standard at all times and the efficiency and effectiveness of the service delivery process.
- Responsible for ensuring that the Estate and Campus Services teams communicate and work collaboratively to deliver customer-centric operational excellence, process effectiveness and to drive the right business behaviours and results.
- Work with the Head of Campus Services to develop proactive understanding and production of scenario and servicing plans to support strategic and corporate initiatives and projects to ensure support needs are identified and actions taken.
- Ensure communication channels are effectively utilised to promote a positive customer service culture and that information is disseminated in a timely and effective manner to all stakeholder and customer groups.
- Partner with relevant area to understand their strategic goals and provide subject matter expertise to support and facilitate effective decision-making.
- Provide technical guidance and recommendations as a subject matter expert in order to support the resolution of the most complex issues from all stakeholders, and develop precedents to improve service delivery within own specialist area.
- Provide professional advice and guidance to senior management, sharing expertise and information to support effective decision-making.

Analysis and Reporting

- Utilising feedback, data, and customer insights to influence projects, and priorities, proactively address issues and ensure resources are effectively used to enhance service delivery.

- Ensuring metrics and reports for all levels of management are devised, implemented and reported on, and benchmarking and best practice are referenced and incorporated.
- Analyse key themes from a wide range of data sources in order to identify issues and how different scenarios may impact upon London Business School and the delivery of its services.
- Produce reports, or oversee the production of reports in own area of specialism, to be used by senior management in the decision-making process.

Compliance

- Lead the creation of policies and procedures for own area and help embed them across the School.
- Quality-assure the drafting of key policy documents to ensure full compliance with internal/external rules, regulations and legislation governing the delivery of business services and/or business/academic education.

Supplier/Contractor Management

- Manage the tendering process to select contracts for the delivery of services, and provide ongoing oversight to, and engagement with large suppliers/contractors to ensure the School gets maximum value for money.
- Contract management of external space providers i.e. Catering & Reception services, where needed working with procurement and other internal stakeholders.

Collaboration and Relationship Management

- Building strong, effective relationships with stakeholders and customers to ensure their needs are understood, anticipated and reflected in decisions ensuring organisational confidence in the service delivered.
- Develop and manage ongoing relationships with key stakeholders to identify and deliver solutions that benefit all parties across London Business School.
- Establish networks across organisational peer groups and outside of London Business School to gather and share information to ensure that professional services are delivered in line with industry best practice.
- Take the lead on and/or represent the area/department in cross-departmental initiatives to enable London Business School to better meet its strategic goals.

Project Management

- Manage projects in own area of specialism, or contribute to cross-School projects, providing subject matter expertise to help achieve projects objectives.
- Provide subject matter expertise to strategic, complex and/or high-impact projects to support their successful delivery.
- Act as Senior Business User in relevant projects.

Financial Management

- Contribute to the development of budgets for the department.
- Lead the control of relevant budgets to ensure well planned, value for money and cost control.
- Lead the weekly, monthly, quarterly financial catering review to ensure robust forecasting.

Process Improvement

- Identifying and developing customer service procedures, policies and standards, ensuring implementation of best practice through continuous assessment, communicating process and product recommendations to relevant departments, actively looking for process enhancements and quality improvements and resulting in exceptional service delivery.
- Ensure policies and procedures which support the department's service level agreement for customers are developed, implemented, and communicated
- Use management information to recommend new/enhanced policies to support business improvement.

People Management

- Recruit the right talent for the Customer Experience team, considering current and future needs.
- Create and nurture an inclusive team that respects and values diversity, in which all members feel they belong.
- Engage the Customer Experience team through effective two-way communication and inform them of what is happening in and beyond the school.
- Have meaningful development conversations with my team and support them to achieve their personal development and career aspirations.
- Take ownership and proactively manage issues that arise in the Customer Experience team,

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, develop and communicate plans to ensure change is successfully implemented within own division/ department.
- Partner with the business to identify opportunities for positive, service enhancing change, and develop strategies to ensure the change is successfully implemented and the benefits are realised.

KPIs:

- Well defined, clearly communicated and executed strategies and/or plans for area of work.
- Trusted adviser relationships developed with key stakeholders.
- Excellent stakeholder feedback.
- Development of high-quality policies and processes.
- Smooth operation of reporting cycle in own area producing highly-accurate data which informs decision making.
- Contribution to cross-School initiatives.
- Projects delivered on time, on budget and to quality standards.
- Accurate budgets developed, no overspend and value for money demonstrated.
- Contribution to continuous improvement in School rankings.
- High-quality work delivered by contractors and agencies.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- Significant leadership and management experience, including managing multiple teams, along with experience delivering service provision in a customer-facing world class environment.
- Passionate about customer service and experienced in designing and implementing service improvement plans at operational and strategic level.
- Strong customer service, interpersonal and presentation skills and have solid, time, project and financial management experience.
- Excellent communicating and influencing skills, with the ability to negotiate, collaborate and influence.
- Experience of managing internal relationships at all levels.
- Subject matter expert in legislation, policies, tools or systems applicable to own area of specialism.
- Project or change management certification and experienced in leading and implementing complex business change solutions.
- Ability to scan the horizon, identify industry best practice and translate this into future planning for own area of specialism.
- Proven financial management skills and commercial acumen.

