

# JOB DESCRIPTION

<b>Job Title</b>	<b>Customer Experience Manager</b>		
<b>Reports to</b>	<b>Michael Weymouth</b>		
<b>Department</b>	<b>Campus Services</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>3</b>

## 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

Campus Services and Development has responsibility for the logistical operations management and service delivery to the School of space planning and management; catering; hotel operations; cleaning; portering; post, The shop@LBS, Reception, fitness centre and security.

The Space Planning and Management Team work with various stakeholders across the School. They aim to provide a one-stop shop for all programmes, functions, events and meetings ensuring best use of space and delivery of a co-ordinated service. They facilitate the scheduling and booking of teaching space and seminar rooms as well as managing individual meeting room requests.

The Hotel Operations Team looks after reception, housekeeping, bedrooms, and switchboard.

Catering is provided by Lexington, who supply various outlets on campus (Nash Lounge, The Bite, Dining Room and Park Restaurant) as well as dealing with the catering requirements for individual meetings or courses.

The Estates Services provides a full estates development; refurbishment and maintenance/ repairs service to the School. This includes planning and delivering all maintenance and repair works; ensuring the estate meets all security; health and safety; and sustainability standards as agreed; and planning and delivering capital works projects to redecorate; to refurbish; and to develop and maintain the campus.

## **Job Purpose**

Reporting to the Director, Campus Services, the role is responsible for ensuring consistent delivery of a World Class experience to a myriad of stakeholders at a leading Global Business School across multiple sites. The role is accountable for:

- Delivering a consistent five star customer experience across the School.
- Being the first point of contact for stakeholders and the wider School Community for all service issues, and work quickly to resolve them. (Escalate major incidents in accordance with the major incident plan).
- Ensure COVID safety measures are in place and being adhered too at all times.
- Proactively working with the stakeholders to drive up the quality and customer service in order to exceed customer and client expectations.
- Delivering presentations to incoming students/ participants regarding the Customer Experience at London Business School
- Meeting and greeting the School Community upon arrival.

The Customer Experience Manager is a highly visible and front facing position requiring a high level of engagement and interaction with the School community and deep understanding of business needs.

The role requires confidence, agility in reacting quickly to a range of customer experience matters, the ability to lead by example, resolve problems autonomously and add significant value to the Customer Experience Team.

## **Key Areas of accountability and Key Performance Indicators (KPIs)**

### **Key areas of accountability:**

#### **Audit and Quality Checks**

- Carry out regular thorough checks across a multi-site campus to ensure all functional space is prepared and maintained to the highest standards at all times. This will include such areas as: seminar rooms, teaching spaces, public areas, The Fitness Centre, Library, meeting rooms, toilets and washrooms.
- Undertake scheduled audits of specified areas, aligned to the 4 session teaching model in order to ensure the readiness of space and services during the day and night.
- To record and track any issues identified and identify any pinch points in service with relevant departments (such as cleaning, reception and catering).

**Action and Escalation**

- Take preliminary action to fix standards and act as point of contact with the customer ensuring awareness of actions taken or planned.
- Work with colleagues and peers to ensure immediate response to all customer-facing issues.
- Log all relevant jobs in the system and work closely with the Estates Team in order to ensure action is taken to rectify issues.
- Escalate any reoccurring issues to the Duty Manager in order to identify the root cause and work collaboratively to find a solution.
- Provide support to the Campus Services and Developments team as and when required.
- Maintain a close relationship with the Estates Helpdesk to track progress on any jobs or issues that are raised.

**Customer Service**

- Using the Operations Diary, prioritise the events and activity on campus for the day and be aware of future activity that needs to be considered for the days and week ahead.
- Deliver information sessions/ presentations to the School Community on Customer Experience activities when required.
- Meet and greet the School Community upon arrival at LBS at designated times/ occasions.
- Be highly visible on campus, actively seek feedback and verify with programme manager/ events managers that they are satisfied with the quality of space and service.
- Provide information to customers and be knowledgeable about the campus and its facilities.
- Liaise with all relevant service departments
- Ability to respond to customer questions (seek answers immediately if response unknown), maintaining clear and concise communications at all times.

**General**

- Responsible for all temporary signage on Campus, ensuring it is relevant, correctly displayed and on brand.
- Any other duties as assigned by the Duty Manager and Directors
- Be prepared to respond to ad hoc requests.
- Adhere to the schools health and safety policy and Schools values at all times.

Knowledge/Qualifications/Skills/Experience required	
	<ul style="list-style-type: none"> <li>• Positive experience of working within a customer-services orientated environment.</li> <li>• Understanding of the levels of quality, service and experience required at a leading Global Business School.</li> <li>• Ability to identify and implement interventions to ensure standards are maintained to the highest level and seek continuous improvement.</li> <li>• Experience in a high profile customer-facing role.</li> <li>• Strong customer service experience.</li> <li>• Previous experience of checking service standards to a high level.</li> <li>• Excellent communication skills, both written and oral</li> <li>• Ability to engage with a diverse set of customers, contractors and stakeholders.</li> <li>• Acute attention to detail.</li> <li>• Ability to think strategically and make decisions quickly.</li> </ul>

Resources including team management	
	None

<b>Staff</b>	No line management responsibility  4 days on shift, 4 days off shift. 12 hour days
<b>Budgets</b>	No budget responsibility
<b>Date Updated</b>	November 2021