

Customer Engagement Manager

Company Overview

Xoserve is the Central Data Service Provider, that sits at the heart of Britain's complex gas market as a specialised contract management and assurance company. Xoserve maintains accountability for the delivery of the Data Services Contract for the industry, which is delivered by a key outsourced service provider.

About the job

Reporting to the Head of Customer Engagement, the Customer Engagement Manager is responsible for developing expertise on a portfolio of customer businesses and acts as an advocate for customers within Xoserve.

The Customer Engagement Manager is the principal contact and trusted advisor for a portfolio of business-to-business customers and acts as a role model for a customer service culture within Xoserve. Acting on data driven techniques and insights, the role proactively manages contractual, commercial and business process issues on behalf of customers.

Role Accountabilities

- Builds and maintains extensive knowledge of Xoserve's customers and shares this knowledge across Xoserve to ensure customer outcomes are pursued and embedded across the organisation.
- Act as a bridge between Xoserve and customer organisations, building and maintaining proactive working relationships, partnerships and communications to ensure alignment and proactive engagement from Xoserve.
- Act as a point of escalation for customer issues, ensuring clarity of customer messages, effective impact assessment, and action planning to both resolve the issue and prevent recurrence.
- Monitor the changing customer needs and outline appropriate solutions and services, leveraging knowledge of the customer and of Xoserve's capabilities, ensuring Xoserve continues to meet customer needs.
- Develop and maintain realistic plans to support delivery of relevant customer account/segment objectives, and execute against these plans, ensuring Xoserve keeps its promises.
- Manage customer issues in a timely manner collaborating with and enabling key stakeholders as necessary, to broker successful, customer-focused outcomes.
- Ensure collaborative working and a strong internal and external feedback and communication loops to ensure we best serve customers.
- Demonstrate impact of improvement initiatives on the satisfaction of customers.
- Support identification of customer training needs and ensure these are actioned appropriately.

Specialist/Technical Expertise

- Demonstrate extensive experience in customer facing roles.
- Demonstrate the ability to manage and improve customer experience.
- Demonstrate ability to work to industry best practice standards within tight timescales in fast-paced environments.
- Demonstrate experience and understanding of frameworks and methodologies relating to stakeholder and customer engagement.

What we offer:

- A competitive annual salary between £65,000 - £70,000 (may vary based on skills and experience)
- Discretionary individual bonus up to 15%
- Generous Pension Scheme – up to 12% employer contribution
- Generous Life Assurance provision – 4 x basic salary
- 28 days annual leave plus 8 statutory days in addition
- Income protection for employee after 12 months service
- Enhanced annual leave entitlement, with opportunity to buy additional holiday each year
- Enhanced family friendly policies
- Commitment to provide learning & development opportunities
- Access to contributory Private Medical Insurance for employee and family (Bupa)
- Health cashback plan for employee plus up to four dependent children (Medicash)
- 24/7 virtual GP plus remote access to Physiotherapy, Mental Health Support and Medical Second Opinion (Help@Hand)
- Electric Vehicle Salary Sacrifice Scheme (Octopus EV)
- Free confidential Employee Assistance Programme (LifeWorks)
- A wide range of wellbeing initiatives.
- Fantastic range of discounts on high street retailers, grocery stores, cinema tickets, holidays and more
- Volunteering hours for our local communities
- Financial support to help cover the cost of one annual professional membership subscription

The Energy Industry is about to reform and change at pace, and it needs people like you to come and be part of its new design. If you are interested and consider you have the right skills and experience, we are looking for, please either apply direct on LinkedIn or email your CV, together with a covering letter explaining why you believe you are the right candidate to people@xoserve.com.

Don't meet every single requirement? Studies have shown that women and people of colour are less likely to apply for jobs unless they meet every single qualification. At Xoserve, we are committed to building a diverse, inclusive, and authentic workplace for everyone. So, if you're excited about this role but your experience or qualifications don't match the job description exactly, we encourage you to apply anyway. You might just be the right person for our growing business in this role or another one.

Xoserve is an equal employment opportunity employer. We adhere to a policy of making employment decisions without regard to race, ancestry, place of origin, creed, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability. We promise that your opportunity for employment with us depends solely on your qualifications.

This is a hybrid working role from our Solihull office with frequent days in the office expected. The closing date for applications is **Friday 7 February 2025**. We encourage candidates to submit their applications as early as possible and not to wait until the published closing date. Xoserve's recruitment periods can and may vary. We reserve the right to remove this advert or close it to further applications at any point during the recruitment process.