

Head of Customer Engagement

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 Executive Director of Programme & Service Delivery, the Head of Customer Engagement is responsible for building and sustaining effective industry relationships between Xoserve and its customers.

The role proactively engages with customers, individually and through industry forums and, using data driven techniques, insights and emotional intelligence, identifies trends, anticipates issues and proactively drives improvement initiatives and issue resolution on behalf of customers and customer groups, to improve the way the energy industry operates.

Role Accountabilities

- Provide an environment where customers are encouraged to openly discuss their challenges and strategies and drive the facilitation of solutions.
- Lead relationship with customers, build and maintain strong working relationships with these key stakeholders so that the organisation is in a strong position to anticipate, persuade, influence and respond to code consultations and market initiatives.
- Contribute to translating the above into a compelling medium-term business strategy which proactively identifies ways to make the most of new opportunities in the energy market.
- Engage positively and constructively with the Xoserve leadership team and its managed service provider(s) ensuring that colleagues are aware of customer views and sentiment with regards to Xoserve and the services we, and our third parties provide.
- Proactively drive the development and evolution of Xoserve's Customer/Stakeholder Strategy over time, including communications programmes and indirect marketing activities, to engage with and influence the outcome of consultations.
- Develop a thorough understanding of what matters to customers in terms of their current and future objectives, sharing and developing this understanding to ensure customer empathy and clarity of purpose for Xoserve.
- Build and develop high performing teams through strong leadership and management skills, the provision of regular ongoing professional development and feedback, coaching employees to be effective leaders, people managers and role models.

Specialist/Technical Expertise

- Honed customer and stakeholder engagement skills at a senior level augmented by strong communication skills. Likely to be highly regarded and trusted by relevant and diverse energy industry stakeholders.
- Able to facilitate successful outcomes for customers by interacting effectively and making connections to unlock results.
- Understanding of regulatory principles that apply to Xoserve and its customers.
- Fluent with Licence obligations and constraints.

- Track record of proactively driving strategy development/ execution and influencing consultations with customers (similar experience with wider industry stakeholders would be an advantage)
- Must be comfortable operating at a Leadership team level and interacting with other senior representatives (internal or external), corporate partners and other stakeholders.
- Self-starter with demonstrable ability to work autonomously and independently with experience leading teams and exercising wisdom when judging when to escalate

What we offer:

- A competitive annual salary (based on skills and experience)
- Discretionary individual bonus up to 20%
- 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.