

Customer Experience Team Support – 1-year Contract (from Sept 2019)

Direct report:	Head of Customer Experience
IIC Office Location:	Sidmouth Office
Hours of Work:	35 hours per week (flexible working arrangements and part time hours considered)
Salary:	£16,000 per annum
Holiday:	25 days + bank holidays for full-time

About Investor in Customers

Investor in Customers (IIC) is an independent customer experience agency. We conduct assessments, develop insights and award annual accreditations to businesses, helping them to harness the power of insight to improve their customer experience – both inside and outside of their organisation.

We help businesses be remarkable and importantly, more profitable. Because we uncover the truth behind the customer experience they deliver, validate current performance, and identify weak spots for improvement. Taking feedback from customers, employees and management teams, we identify the impact of the good and the bad across sixteen themes, plus the client's chosen business and customer segmentation. Findings are presented in a detailed insight report, along with a plan of action for quick wins for sustainable change. Reach the IIC standard, and we'll accredit the business with an Investor in Customers Award – Bronze, Silver or even the exceptional Gold standard - to promote trust and reassurance in their brand.

Job Purpose

The primary purpose of the role is to support the Head of Customer Experience in the delivery of successful Client projects, with some focus on the post-assessment results generation. The CX Team Support is responsible for delivering both assessment questionnaires and assisting with the creation of feedback.

As experts in customer experience we need to practice what we preach, therefore the successful candidate must be able to demonstrate the ability to work closely with our clients in a friendly and effective manner and have a keen eye for detail.

Key Responsibilities:

- Assist the Head of Customer Experience with setting up and running client projects
- Following completion of the project, as part of the assessment team, generate charts and tables within Excel and PowerPoint, for use in feedback presentations
- Keeping the CRM, online secure filing system and documents updated
- Maintain the Client Awards section of the website
- Ordering trophies and producing certificates for client awards

Key Skills:

- Proficient in Excel, PowerPoint, and Word
- Strong attention to detail
- A real team player, and genuine interest in working for a small, growing enterprise, as well as being able to work on own initiative
- Strong communication and time management skills

To apply, please send your CV, with brief covering letter illustrating your experience and how you meet the role requirements to: Sharon Clapp, Head of Customer Experience – sharon.clapp@investorincustomers.com

Thank you for your interest in working for Investor in Customers.

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