

Job Title	Head of Customer Services
Team	Customer Services
Reporting To	Director of Public Transport Operations

About your role

The role will take full responsibility for end-to-end development and delivery of our customer-centric strategies and driving tactics to deliver improvements in our public transport network. This role will play a key role in driving cultural change, will be a key influencer, and work across functions to deliver great customer experience.

You will inspire and lead customer facing teams to develop and deliver high quality customer-focused sites, products, and services, ensuring expectations are clearly outlined to drive forward and manage performance.

Why is your role important or how does it add value?

- Lead the customer service teams within the Public Transport Operations directorate.
- Take responsibility for the implementation and delivery of customer-facing information and services to ensure that passengers have access to the best quality information to support their travel needs.
- Ensure that our interchanges and transport assets are effectively and safely managed, with a focus on continuous improvement of service standards.
- Develop and implement new products and services, and onboard new customer-facing processes as part of the wider team to provide a consistent and high-quality customer offer.

What are the tasks or work areas you are responsible for?

Lead, motivate and develop teams responsible for the day-to-day delivery of SYMCA's customer-facing sites, products, and services.

Lead the delivery of services to support the Bus Enhanced Partnership in South Yorkshire, ensuring customer-facing information meets the needs of our customers and that customer queries and complaints are responded to.

Develop and drive alignment across core KPI measurements including refinement of metrics used across experience touchpoints as well as cost benefit analysis for Customer Experience initiatives for both traditional and new business models.

Lead on the development and integration of customer service standards across the company, optimizing delivery of services to generate tangible efficiencies and service improvements.

Oversee the performance, delivery, and continuous improvement of customer-facing services at SYMCA interchanges, park and ride sites and assets on street in relation to public transport.

Drive improvements in capital and revenue funding sources through careful cost control and exploiting income opportunities to ensure that as an organisation we continue to maximise the use of our transport levy.

Oversee the performance and continuous improvement of a high-performance customer contact centre, ensuring annual performance targets are met and develop opportunities for wider service delivery.
Oversee the performance, delivery, and continuous improvement of SYMCA's customer service information function, ensuring journey planning and timetable information is accurate and accessible for public transport users.
Proactively identify and anticipate consumer expectations and needs, across all channels, making recommendations to ensure that our customer service offer remains fit for purpose.
Proactively lead on customer improvements in the development and promotion of electronic service delivery, self-service channels, and wider customer contact systems.
Manage the effective utilisation and regular reporting of the team's budget and budgets aspects affected by the team's activities to secure delivery of the responsibilities outlined above.
Work collaboratively with other departments, including but not limited to marketing, product development, technology, data research and Infrastructure and Asset management to drive customer success.
Participate in the effective management and maintenance of our transport-related assets through the Asset Management Board.
Prepare (and present where necessary) reports and papers as appropriate for wider audiences, including the SYMCA Public Transport Team Meetings, Management Board, and where necessary Transport and Environment Board.
Provide leadership and management, through regular supervision, support, enabling the development of a cohesive and high performing facilities and assets team.
Undertake any other duties commensurate with the role as requested by management.

About You

What kind of behaviours are important?	
Ambition	Respectfully critical of the team in terms of underperformance, challenges the behaviour of others if needed
	Visibly demonstrates a can-do approach to their role, challenges they face and changes - upbeat and optimistic
Innovative	Demonstrates good judgement, capable of making decisions with limited information quickly to ensure initiatives are implemented
	Ensures initiatives are clearly aligned to organisational goals and objectives prior to implementation
Integrity	Consistently applies a high level of attention to detail, even when faced with time pressures
	Able to successfully manage multiple project streams simultaneously
Collaborative	Openly expresses differences of opinions with colleagues and team members in a professional, respectful manner
	Has the self-confidence to admit mistakes or errors when debating and working with others
Flexible	Engages with and consults with the team when appropriate with regard to the need for change and implementing new ideas
	Clearly articulates the need for change with the team to establish the motivation and drive to do something in a new way
Impact	Takes responsibility, ownership and holds themselves accountable to their colleagues, giving credit where it belongs
	Actively seeks out opportunities to make things better, focused on constantly improving outcomes and processes

What qualifications or wider knowledge do you need?	E/D	A/I
Educated to degree level or equivalent	E	A
Knowledge and understanding of concepts and methodologies related to Customer Service Management and Continuous Improvement with the ability to translate this into innovative business plans and strategy	E	A
Evidence of continued professional development (CPD)	E	A
Proven track record in effectively managing budgets and revenue income	E	I
Management qualification	D	A

What previous experience is needed?	E/D	A/I
Proven experience in leading a customer service, account management, or sales team.	E	A/I
Previous experience in managing complex negotiations involving commercial and operational matters.	D	I
Prove experience in managing customer feedback specifically complaints within a regulated environment .	E	A/I
Proven experience of managing and/or implementing service level agreements, Key Performance Indicators, and performance management systems.	E	I
Proven experience building strong customer relationships and efficiently communicating internal and external voices.	E	I
Experience of managing, motivating, and developing internal teams including objective setting, personal development reviews, performance management, handling of discipline and grievances.	E	I
Evidence of successful partnership working with multi-agencies and stakeholders.	E	I
Experience in leading change in the delivery of new solutions or enhanced service levels to the business.	E	A/I

What skills should you have?	E/D	A/I
Demonstrable skills and knowledge attained in a fast-paced Customer Service environment.	E	I
Strong commercial acumen, with the ability to liaise with key stakeholders and drive forward and manage performance which will lead to increased participation, cultural impacts, and strategic business growth.	E	I
Excellent communication, negotiating and influencing skills, with an ability to build strong relationships, including with senior stakeholders.	E	I
Strong analytical skills, able to interpret and present complex detailed information, and formulate balanced conclusions.	E	I
High professional standards with the ability to work on own initiative and perform duties with a high degree of tact and diplomacy.	E	I
Knowledge and experience of using technological solutions to improve service delivery.	E	A/I
Ability to adopt an effective approach to problem-solving, adapting to changes in circumstances or information.	E	I
Financial and commercial awareness.	E	I

Key

E = Essential / D = Desirable

A = Application / I = Interview