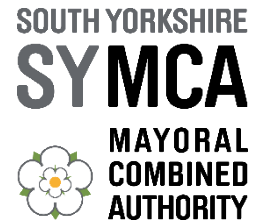


Head of Customer Services



Hours: 37 hours per week
Contract: Permanent
Salary: £48,990 - £52,592 per annum
Head office: Sheffield

The South Yorkshire Mayoral Combined Authority (SYMCA) brings together the local authorities of Barnsley, Doncaster, Rotherham and Sheffield, and the private sector through the Local Enterprise Partnership (LEP). These bodies together serve the communities and businesses of South Yorkshire. From transport to housing, from business growth to skills, the SYMCA has a great story to tell. We have ambitions to deliver recovery and renewal for people, businesses, and places across South Yorkshire after the COVID pandemic.

SYMCA is looking for an experienced professional who will be responsible 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 putting the customer at the centre/heart of your decision making and looking to always improve the customer offer and experience.

You will have a proven track record of leadership across a customer service, account management, or sales team, and experience in managing complex negotiations involving commercial and operational matters, as well as being experienced in building strong customer relationships and efficiently communicating internal and external voices and in successful partnership working with multi-agencies and stakeholders. You will lead change in the delivery of new solutions or enhanced service levels to the business and be responsible for managing customer feedback specifically complaints within a regulated environment.

You will have a 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. Excellent communication, and influencing skills, with an ability to build strong relationships, including with senior stakeholders.

In return, we offer a competitive salary, hybrid working, access to a local Government Pension Scheme and the chance to be part of an organisation where you can really make a difference. Located in a vibrant city centre location, we are well-placed for transport links and encourage employees to take advantage of the active travel facilities we have such as bike storage and shower/changing facilities. We believe in a healthy work/life balance.

For further information, or to arrange an informal discussion about the role, please email recruitment@southyorkshire-ca.gov.uk

How to apply

Please apply online at [recruitment](#) or email recruitment@southyorkshire-ca.gov.uk to request an application pack or alternatively call our 24 hour recruitment line on 0114 2211 223

Applications no later than: Wednesday 31 August 2022
Interviews to be held Friday 16 September 2022

In your application, set out how you meet the essential experience, knowledge and skills needed to fulfil the post, providing clear and real examples, briefly setting your role within these and the outcome of your actions. Completed applications should be emailed to recruitment@southyorkshire-ca.gov.uk

Discover more about the South Yorkshire Mayoral Combined Authority by visiting <https://southyorkshire-ca.gov.uk>