

Head of Customer Service Delivery

Employer:	East West Railway Company
Location:	Milton Keynes
Basis:	Interim to Permanent
Role Summary:	To deliver the desired and defined customer outcomes through the development of customer propositions for the target operating state.

A little bit about us:

East West Rail is a new direct connection, linking communities between Oxford and Cambridge, including Bicester, Milton Keynes and Bedford by rail.

Oxford, Cambridge and the communities in between are renowned for their vibrant economy, educational excellence and scientific innovation. They deliver growth and prosperity both locally and for the whole country; connecting these two cities and the communities in between is crucial to the social and economic future of the region.

East West Railway Company was set up to accelerate the delivery of the East West Rail infrastructure and passenger services, bringing faster journey times and easing pressure on local roads.

We were set up by the Secretary of State for Transport in 2017 to do things differently. We aim to innovate, positively disrupt, and challenge the status-quo, leading to quicker and more cost-effective project delivery, and an improved experience for passengers and the communities we serve.

As we build our team, we're looking for people with the right skills and mindset so that we can innovate, positively disrupt and set new industry standards. Whether you've been working on some of the world's most exciting rail and infrastructure projects or can inspire us with your ideas and expertise from other sectors, we want to hear from you.

Responsibilities and Accountabilities

As Head of Customer Service Delivery for the East West Railway Company scheme you will:

- Lead the delivery of customer propositions for the operational, target state railway.
- Act as a champion of customers across EWR Co, delivering customer service propositions and processes and ensuring customers are at the heart of everything undertaken by or on behalf of EWR Co.
- Work with EWR Co's Head of Operations, Head of Customer Strategy and the wider team to ensure those customer experience elements of the EWR scheme are delivered.
- Develop and implement customer experience related operational readiness strategies and processes and manage these throughout the project life cycle.
- Provide the customer perspective to review and improve services and operational strategies as they are defined. This includes the end-to-end customer journey on EWR which includes but is not limited to the approach to stations, on-train, and customer information experience.
- Advise on pricing/ticketing strategies, informed by demand analysis. Including revenue protection and EWR's approach to authority to travel.
- Provide thought leadership and innovation, reacting to trends in customer experience and changing expectations within transport and other sectors.
- Build and maintain strong working relationships across the organisation, acting as a key point of contact for customer services initiatives.
- Proactively look to drive cost, time and wasted effort out of programmes to provide value for money for the client.
- Contribute to the development of 'customer strategy' objectives for the target operating state and ensure alignment with the overall EWR Co outcomes.
- Take responsibility of your own and others' health and safety by adopting and working to the EWR Co Health and Safety principles.
- Act as a role model for EWR Co's vision and values, behaving in ways that are aligned with EWR Co's Ways of Working, as well as encouraging and supporting others to do so too.
- Promote diversity in the workplace and adopt appropriate behaviour when interacting with colleagues.

Role Dimensions

Reporting to the Customer Services Director

Given the early stage of the project, it is likely that the nature of the role may evolve as the project progresses. It is also possible that other ad-hoc activities and duties may be required.

Experience and skills

- Experience delivering complex customer programmes, in a senior management position.
- Preferably, you will also have some experience of holding roles in fast paced and complex environments during the setup of a new organisation.
- Your skills and experience will include:
 - Experience of developing customer experience propositions
 - Delivering large scale customer centred projects
 - Understanding of customer strategy from both a strategic and implementation perspective
 - Ability to respond to uncertainty and change
 - Proven track record of delivering sustainable customer led improvements via design and delivery
 - Experience in driving innovation and change in an established industry or organisation
 - Excellent knowledge of general business processes and organisational frameworks, such as goals, strategy, culture and structure
 - Experience of building teams and developing propositions
 - Strong analytical and problem-solving skills
 - Experience and strong understanding of working in matrix team working environments
 - Strong leadership, people and team management skills
 - Excellent communication and presentation skills
 - Strong ability to engage, influence and manage stakeholders
 - Confidence in dealing with high levels of uncertainty and ambiguity in a constantly changing and challenging environment.
- Experience in the transport sector is desirable, but not essential.

Education and qualifications

- A relevant Bachelors degree.
- Customer/Retail or similar discipline or equivalent business experience and training.
- You will need to have the right to work in the UK.

What we offer:

- Competitive base salary
- Up to 20% bonus based on individual and company performance
- Up to 12% employer's pension contribution
- 36 days holiday a year (including bank holidays) + up to 2 days to buy
- Life assurance
- Employee Assistance Programme
- Perks platform with hundreds of discounts and freebies
- On-the-spot and annual awards
- Advanced learning and development programmes
- Great work-life balance and flexible working opportunities
- Enhanced family-friendly policies
- Exceptional IT tools

Join the team!

Please send your resume and a covering letter explaining why you are interested in the role and meet the above experience requirements to: recruitment@eastwestrail.co.uk