

Role and person profile

Post title:	Head of Customer and Senior Associate Experience	Location:	Manchester
Division:	Qualifications and Markets	Department:	Product Fulfilment
Responsible to:	Director of Product Fulfilment	Responsible for:	
Scale:	8	Leader	L3
Post no:	3258		

Role Purpose

1. Work across AQA, providing strategic direction and delivering projects for all of our customer experience activities including the development, implementation, monitoring and evaluation of the customer experience strategy.
2. Develop and lead projects to engage our community of senior associates, working collaboratively with a range of stakeholders including internal teams and senior associates ensuring plans and projects have a focus on associate experience.
3. Raise the quality and consistency of customer and associate experience, ensuring they receive an excellent service at all interactions with us which builds their trust in AQA.
4. Provide expertise and support to ensure customer and associate experience remains high focus and continually improves to meet their expectations and needs.
5. Produce evidence based proposals for new customer and senior associate enhancements in line with the strategic goals.

Accountabilities

Role specific:

1. Develop high level strategic plans for customer experience, working with internal stakeholders to ensure these are aligned across the organisation.
2. Create and lead initiatives to improve customer and associate experience.
3. Own and monitor compliance of a quality framework for customers and associates, including the measurement of performance against agreed standards and participate in reviews of performance level and determining action.
4. Work collaboratively and engage key stakeholders to ensure that customer and associate facing areas of the business such as customer services and the associate resource management team are continuously improving experience and addressing issues promptly.

5. Provide expert advice informed by external best practice and research, across all areas of the business to improve the quality of customer and associate experience in order to achieve AQA's corporate goals.
6. Make a significant input to the Product Fulfilment leadership team agenda, in particular championing best practice in relation to customer and associate experience.
7. Represent AQA on any relevant external bodies and external meetings, as appropriate.

General accountabilities:

1. To model leadership behaviours with confidence and to get the very best from teams by providing clarity, feedback, coaching and development, while continuously seeking to enhance performance in line with business objectives.
2. To comply with all AQA's policies and other legislative requirements, including but not limited to HSE, Equal Opportunities and ISMS.
3. Where business needs change, to undertake other responsibilities which are of a commensurate level outside the terms of this role profile.
4. Utilise the available range of digital tools for communication, content creation and information processing in order to work effectively and efficiently. To maintain digital skills to meet business need.

Person profile

Behaviours – holding the Customer at the heart of all we do <i>[the role holder will be able to demonstrate the mindset that drives the following behaviours]</i>	Assessment
Collaborative: works with others to achieve the organisation and team vision, contributing expertise and developing self and others to achieve excellence	A/I/P
Innovative: challenges self and others to create solutions and strives for improved ways of working	A/I/P
Empowered: understands individual part to play in achieving success; takes ownership and accepts accountability	A/I/P
Positive: takes a flexible, forward looking, solutions focused approach	A/I/P
Ambitious: consistently aiming high and delivering for our customers	A/I/P
Knowledge and Skills <i>[the role holder will be able to demonstrate the following role/subject specific knowledge and skills]</i>	
The ability to think strategically and understand the wider context within which the Qualifications and Markets Team and AQA operates	A/I/P
Commercially astute, with proven strategic planning and operational delivery expertise	A/I/P
Ability to translate a vision into achievable goals and provide clear direction to achieve organisational objectives	I/P
Ability to inspire and motive, engage persuade and negotiate with others	A/I/P
Ability to lead by example to develop and maintain effective working relationships with a range of partners and stakeholders	I/P
The ability to understand and synthesise complex, diverse and incomplete information	A/I/T/P
The ability to interpret quantitative and qualitative information to support sound decision making	A/I/T/P

