

## Competency Level: Manager

<b>Job title:</b>	Customer Experience Manager	<b>Location:</b>	Heathrow QNS Project Office, 450 Bath Road, UB7 0EB
<b>Reporting into:</b>	Contract Manager	<b>Working hours:</b>	40 hours per week

## Kier Places Summary

Kier Places sits within the Construction Group, and we contribute c20% of their revenue and has ambitious plans for further growth through growth in market share driven by an increased footprint in chosen strategic sectors, further deepening client relationships and targeted geographic expansion. The business generates revenues of £350m per annum with plans to grow this to c£600m over the coming years and play a key role for the Kier Group in delivering our mid-term strategy.

The Kier Places portfolio covers three operating divisions: Residential Solutions, Workplace Solutions and Buildings Solutions. As a business we are client focused service and deliver a range of services from planned and reactive maintenance through to sub £10m construction projects and decarbonisation services. Each of the three businesses provides these services to the sectors and markets that they face into. Residential Solutions provide services to housing associations, local authorities and PRS/BTR owner operators.

## Overall Purpose Of The Role

Reporting into the Contract Manager this role will manage the Customer Liaison function. Responsible for fostering strong relationships with our customers and key stakeholders, ensuring residents receive a high standard of customer and care resulting in high scoring CSAT results. The successful candidate will play a pivotal role in managing stakeholder expectations, setting clear and robust processes and procedures related activity and contributing to the overall success of Kier and Heathrow Airport Limited.

The role will lead on the day-to-day activities of the CLO function and promote a safe, collaborative and high performing culture where everyone belongs, contributes and thrives. The role will also contribute to the smooth running of programmes within a planned environment.

## Key Tasks & Accountabilities

- Facilitating the smooth running of projects by building and maintaining positive relationships between client representatives and the Kier team.
- Lead, manage and engage with all project stakeholders both internal and external, including customers, community groups, Heathrow Airport Limited.
- Line management for Customer Liaison team
- Develop and successfully deliver stakeholder and customer engagement plans.
- Manage stakeholder and customer mapping and prepare communications to stakeholders and respond to stakeholder enquiries.
- Manage stakeholder and customer engagement events.
- Provide regular briefings and support to operational teams for meetings with stakeholders/customers.
- Arrange and attend stakeholder/customer meetings and ensure feedback of responses and requests to operational teams are responded to within agreed timescales.
- Prepare and manage workshops, roundtable and forums.
- Ensure accurate audit trail maintained of all stakeholder engagement and all contact/activities are recorded on Kier stakeholder database.
- Attend client-facing meetings, collaborative planning workshops and report on progress.
- Provide input into weekly/monthly reports for the Contract Manager and attend Client-facing meetings.
- Coordinate responses to crises and communicate effectively with stakeholders.

This profile is not exhaustive. From time to time, you may be required by the company to perform other tasks, which are not included in the above description, but are within your capabilities and, where necessary, training and full support will be given.

## Skills, Experience & Requirements

- Significant experience of managing engagement with Clients, Customers and other stakeholders.
- Experience in the housing sector within either the public or private sector, delivering first class customer service.
- Proven ability to work and multi-task under pressure, respond quickly to changing situations in complex project environments, prepare responses/narrative quickly and clearly and use personal initiative.
- Appreciation of the infrastructure-related political environment.
- Experience in developing and successfully implementing stakeholder and customer engagement plans.
- Excellent communication skills both verbal and written. Good interpersonal and networking skills, highly articulate team player.
- Organisational skills necessary to manage and organise own workload.
- Line Management and strong leadership skills
- The ability to respond to changing priorities to meet deadlines.
- IT literacy including Word, Excel, PowerPoint and Email.
- Ability to schedule work and deliver to tight deadlines.
- Broader project communications experience and skills desirable.
- Full UK Driving Licence and access to/ownership of a suitable vehicle. – **Mandatory**

## Expected Behaviours

### Business thinking

- Rational and systematic analysis of situation to enable decisions on more varied issues; questioning the evidence to evaluate issues.
- Sees potential of new ideas and situations and takes practical approach to change – looking at impact it may have on self and others, demonstrating the ability to explain it to colleagues.
- The capacity to review actions taken to identify improvements in efficiency or achievements of goals, using a range of methods; possessing some originality of thought.
- Capacity to take longer term commercial view – understands some of the strategic implications of decisions.

### Delivering results

- Systematically works to set goals; striving to achieve consistent results and proactively identify and pursue new stretching targets and opportunities.
- Able to call upon and manage diverse skills and methods to deliver results.

### Working with others

- Communicates positively with clarity and understanding; confident, articulate presentations with structure and control.
- Uses regular performance review to target needs for development and understands and recognises people's career needs – using some coaching and feedback to help, building personal plans with them.
- Cohesive and encouraging approach to team working; developing inter-team collaboration inside and outside the organisation.

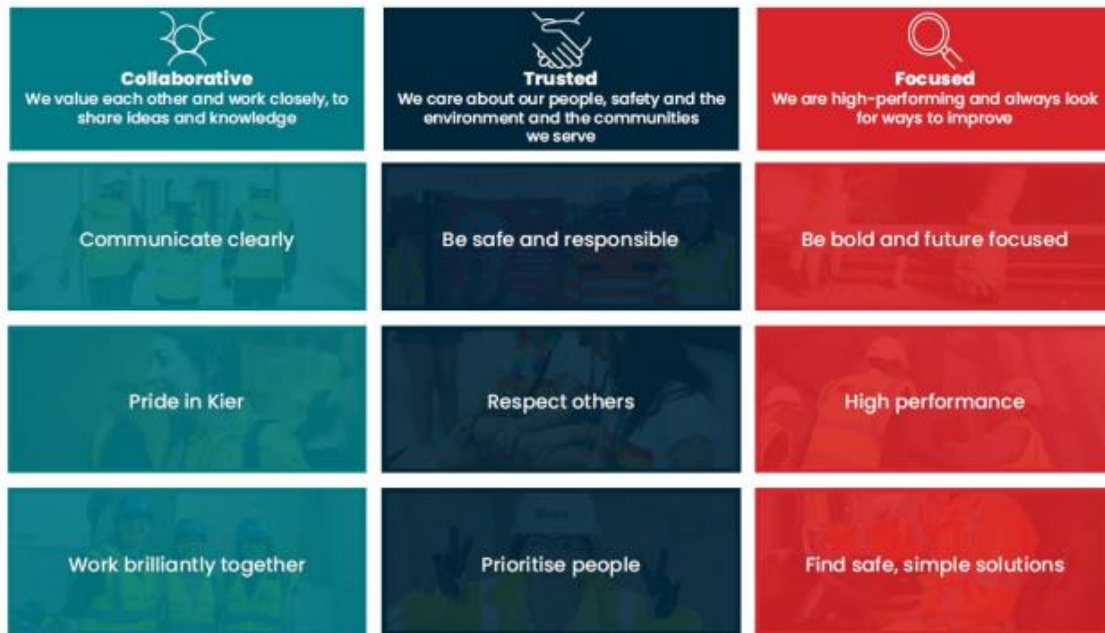
### Working with customers

- Adjusts behaviours and processes to meet customer and supplier expectations and looks to develop long-term relationships, places customer first.

### Inspiring

- Ability to take control of most everyday situations and to assume responsibility, organising and guiding where necessary.

- Presents viewpoint with confidence and clarity, demonstrating soundly structured case – pros and cons put forward with supporting evidence.



Kier is committed to creating supportive and inclusive opportunities for all our applicants and employees and opportunities for career development are available.

## Health & Safety Responsibilities

- Set personal examples and take reasonable care for the health and safety of yourself and others who may be affected by what you do or don't do.
- Ensure that personal protective clothing and safety equipment is issued, correctly used and maintained.
- Promote and encourage safety awareness in the personnel under your control.
- Feedback lessons learnt and good practice.
- Demonstrate commitment to health and safety.
- Stop any operations considered to be unsafe, damaging to the environment or compromising quality.

**EVERYONE AT THIS LEVEL MUST TAKE RESPONSIBILITY FOR THEIR OWN SAFETY AND SET A PERSONAL EXAMPLE**

If you require any reasonable adjustments during any part of the application process, please get in touch at [InclusiveRecruitment@kier.co.uk](mailto:InclusiveRecruitment@kier.co.uk) to discuss and arrange these.