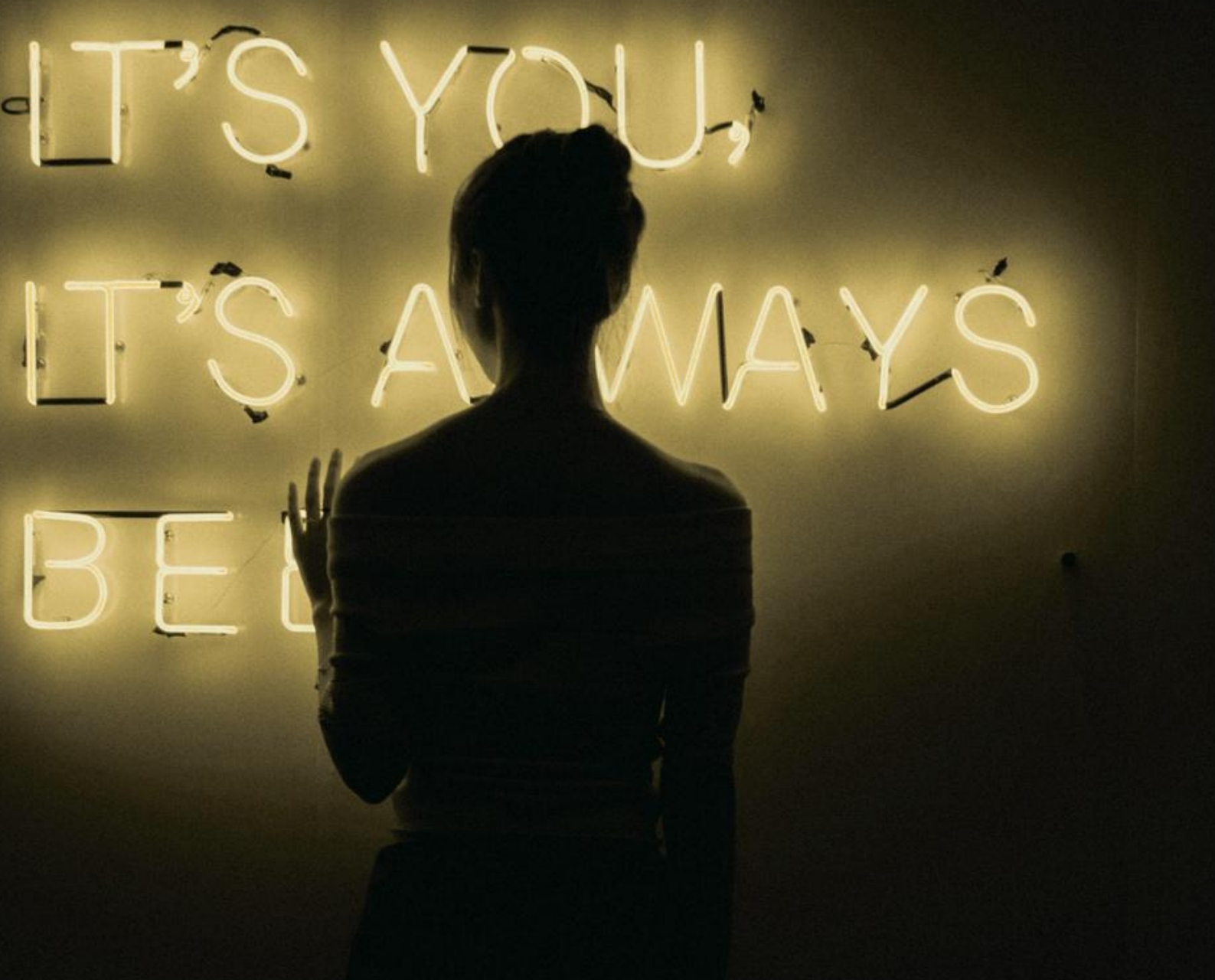




WE'RE LOOKING FOR A

CONTACT CENTRE EXPERIENCE MANAGER

LOCATION: Samsung Chertsey HQ

SALARY: £43,000 - £49,000 per annum

WORKING HOURS: 37.5 hours per week, Monday to Friday

OTHER BENEFITS: Company Car, 10% Performance Related Bonus, Life Assurance, Discount portal, Aviva Pension, Company Sick Pay, ETHIC Values - Employee of the month: a chance to win a lifestyle voucher

WE'RE LOOKING FOR A PASSIONATE PEOPLE PERSON

This role will be dedicated to ensuring Samsung is recognised as the Number 1 Manufacturer across the UK and Overseas Call Centres. Working with the Lead Contact Centre Strategy Manager and Senior Stakeholders within SEUK engagement to create and deliver a strategy across all Channel Partners to drive the Number 1 position in premium market share and customer experience within Channel Contact Centres.

Working with the Lead Contact Centre Strategy Manager and supporting the Contact Centre Operations Manager to develop strong relationships with senior channel contacts to ensure our strategy and plans are implemented successfully.

Identifying new opportunities and areas where we can adapt and grow SEUK key programmes, for continual improvement within channel environments.

TO MAKE A REAL DIFFERENCE IN THESE AREAS

COLLABORATION & COMMUNICATION

- Engaging with key stakeholders in channels to support planning and execution of Samsung initiatives.
- Working collaboratively with the Channel Management team to ensure efficient planning of all experience activities and projects.
- Visit sites to build solid relationships with site contacts and ensure plans are implemented effectively at every level.
- Analyse data to identify areas of opportunity, and demonstrate ROI to Senior Management
- Supporting the Channel Management team with Monthly Account Meetings for SEUK internal teams, followed by bespoke sell in sessions with customer Contact Centre teams.
- Conduct Full PIR (Post Implementation Reviews) on all field engagement projects and visits
- Analyse Communications data to identify areas of opportunity in how and what we message.
- Ownership of agency management relationships to maximise the output from SEUK investment.
- Gatekeeper on any competitor insights and mystery shopper data to communicate internal and ensure our strategy aligns with the feedback.
- Working with both onshore and offshore channel partners to create engaging, channel specific training content for advisors and HQ teams.

INNOVATIVE SOLUTIONS

- Build and execute a contact centre experience strategy which supports our business objectives and creates an engaging experience for agents to learn about Samsung through hands on engagement.
- Think differently proposing and developing new experiences and solutions for advisors within contact centres – Identifying issues and finding solutions before problems arise.

ACTIVATION & PROJECT MANAGEMENT

- Support implementation of tactical activations within Contact Centre.
- Designing and implementing new space planning processes and systems.
- Leading on new furniture projects and branded space opportunities in the Contact Centre estate.
- Project Manage ad-hoc Initiatives to launch, leading cross-functional teams to deliver the chosen projects.
- Build and maintain an agent universe by channel to understand our audience within each Contact Centre location
- Demonstrate ROI to Senior Management in all projects.
- Build quarterly Roadshow target KPI's ensuring a YoY uplift.

REPORTING & INSIGHTS

- Assist with reporting delivery to ensure total visibility of team performance across the Samsung Mobile Experience (MX) business sharing key learnings
- Support with ad-hoc report requests, analyse data and communicate to the relevant stakeholders
- Review reports and outcomes and feedback any ideas and suggestions for improvement with the management team
- Weekly and monthly collation of channel insights including the tracking of competitor activity and share of voice within the CC channels.
- Provide key insights to the business on product performance within the contact Centre estate.
- Independent data analysis to help build credible plans for improvement and growth.

OUR IDEAL PERSON & THE ESSENTIALS WE'RE AFTER

- You're willing to embrace, live and embed our ETHIC values: Excellence, Together, Heart, Integrity and Curious.
- You're flexible and resilient.
- You're skilled at building strong relationships.
- You're flexible and able to travel across the UK when required.
- You're able to multitask and meet tight deadlines.
- You're capable of managing multiple high-profile tasks.
- You're comfortable dealing with multiple stakeholders.
- You're passionate about detail and delivery.
- You're a solution-based thinker.
- You're experienced in operational planning and implementation, with the ability to manage multiple customers and programmes.
- You're experienced in maximising investment and delivering return on investment (ROI).
- You're experienced in multisite field-based management.
- You're analytically minded, with management information and systems knowledge.
- You're experienced in people management.
- You're in possession of a full UK driving licence.
- You're able to commit to a hybrid working arrangement, including three days on site (either in the office or visiting a partner).

DESIRABLE

- Must be comfortable with occasional travel where required (UK and Offshore).
- Experience of delivery and leadership roles within the Contact Centre environment.

- Commercial acumen to spot opportunities.
- Ability to document ideas and actions to drive performance.
- Customer-facing - autonomy to build relationships with key stakeholders.

MEASURES FOR SUCCESS:

- Sales growth YoY within the Contact Centre Channel
- Delivery of training at an improved take up rate and faster pace YoY
- Training attendance increases per Quarter
- Post training brand advocacy rating via NPS surveys achieving +90%

OUR ETHIC VALUES ARE AT THE CORE OF EVERYTHING WE DO, THE WAY WE THINK. THE APPROACH WE TAKE. THESE FIVE VALUES ARE QUALITIES WE LOOK FOR IN EVERY SINGLE MEMBER OF THE TEAM.



EXCELLENCE
TOGETHER
HEART
INTEGRITY
CURIOUS