

Reporting to: Head of Marketing
Location: Guildford
Salary: £30,000 – £45,000 per year, depending on experience

The Customer Experience Manager plays a pivotal role in improving our offering – ensuring we provide the best possible service, aiding customer satisfaction and retention. In an increasingly competitive landscape this is critical to the success of the business.

You will focus on building child and parent engagement, loyalty & delivering excellent customer service at every point throughout the customer journey.

You will sit as part of the Marketing team, reporting into the Head of Marketing, while also having very close ties with the operations team. You will work closely with our Business Process Manager on major projects, providing regular feedback to the Senior Management Team.

About Explore Learning:

Explore Learning is an award-winning tuition provider supporting 4-14 year olds with their maths and English skills. Our mission is to develop their confidence, learning habits and self-belief in order to create fearless learners. We've been doing this for 16 years and our success is down to our incredible people that live and breathe our vision and values, ensuring we are the best possible complement to a school education. We've expanded rapidly over recent years with over 130 centres across the UK and we're continuing to grow, with plans to have over 170 centres by 2020!

This is an exciting opportunity to join the 2nd Best UK Company according to **The Sunday Times Top 25 Best Big Companies to Work For!** At the awards, we also bagged top spot for personal growth and the most fun workplace.

The Role

The successful candidate will:

- Take a step back and identify opportunities to improve our customer experience
- Work alongside the Marketing team to develop plans to drive sales & customer retention
- Manage all member communications including parent/centre newsletters & emails to all our members
- Work closely with the Customer Insight Manager to initiate research projects (qualitative and quantitative data) to uncover new insight on customer experience
- Create insight-led solutions to drive performance
- Collate NPS (Net Promoter Score) findings & lead the Customer Experience Committee to turn insight into strategy & action
- Project management for a number of major projects including development of a new parent mobile app
- Lead member initiatives - Surf club (member activity area), prizes, competitions, member workshops
- Manage agencies - Great Little Rewards (for member prizes: this includes centre budgeting) & mobile app development company

Person Specification

We're looking for incredible people to join us, you should be ambitious and driven and have a passion for the service that Explore provide with a strong drive to deliver excellence. We want fun, exciting people who will throw themselves into our unique culture.

It would also be great if you have the following skills/experience:

- Customer awareness and ability to be objective
- Ability to find simple solutions to problems
- Outstanding organisational skills
- Excellent communication, collaboration & presentation skills
- Strong ability to prioritise and time manage
- Eye for detail
- Able to train and coach others
- A good level of technical competence
- A strategic & creative thinker
- Target driven
- 2+ years experience in a similar role

Benefits

We will provide you with the training and the tools to build your professional skills in a fun and varied office environment.

We conduct annual pay reviews which are completely performance governed and tailored to mirror your development.

Other benefits include

- Pension
- Wellbeing scheme,
- Cycle to Work Scheme
- Payroll Giving
- Maternity Package
- Holiday Allowance starting at 22 days holiday allowance on top of the 8 bank holidays and an additional 2 days we are closed for
- Shared benefits include Staff Discount to our Explore Learning centres, Childcare Vouchers and Referral Bonus
- Length of Service based benefits - Enhanced Maternity Pay, Life Assurance, Vitality Health Insurance
- Award Winning Learning and Development Programme

To apply for the role, please email your CV and a covering letter to Laura Gordon by the 6th July: lauragordon@explorelarning.co.uk

Interviews will take place mid-July with a start date to be agreed.