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Job title	Customer & Community Engagement Lead
Reports to	Framework Manager
Department/Business stream	Southern Region

The main purpose of the role:

To provide exceptional customer service to all stakeholders, that falls in line with Barhale's 3 pillars model, Profit, Safety and Environment.

The post holder will work collaboratively with our clients, such as Thames Water to develop a framework wide customer strategy, to guide project-specific customer management plans.

This position is subject to successfully passing a DBS clearance.

Main duties and responsibilities

Strategy:

- Establish and maintain a good working relationship with Thames Water to define and develop the customer strategy
- Contribute to the development and implementation of the customer strategy through analysis of performance
- To apply customer management processes by understanding the client's process and listening to the voice of the customer during the planning and delivery stages of the project

Insights and Analysis:

- Measure the customer experience via CMex/DMex and NPS to produce valuable insights and to identify customer trends
- To ensure that our customer action plans maximise customer experience and meet local needs
- Monitoring and measuring customer satisfaction KPI's
- Be responsible for reporting on the customer satisfaction scoring and provide feedback to the Thames Water and operational teams

Performance:

- Engage with Thames Water customer challenge group to develop and improve the customer relationship
- Support to develop Power BI Apps to dissect/ aggregate / communicate data through digital portals
- Work closely with Thames Water to develop/share digital methods (Twitter/blogs/apps) to allow customers to engage with Thames Water and gain valuable customer insights
- To work with the design and project team to ensure project deliverables provide an excellent customer experience.
- Follow the Barhale customer handbook and ensure that the handbook guidelines are followed within the framework
- Work collaboratively with stakeholders to align on methodologies and insights to achieve an excellent customer experience



Community and Engagement:

- Support Thames Water across the framework, to promote Thames Water key messages in local communities
- Take a proactive approach in promoting civil engineering as a career choice to schools and colleges by attending STEM events
- Engagement with the local community by visiting the areas to identify issues with services, accesses, vulnerable people, landlords/owners
- Liaise with the local community regards to the Thames Water Framework project plans to keep them up to date with regards to project developments
- Share knowledge with the site team regarding good public relations

Collaborative Working:

- Build collaborative relations externally with the Client and supply chain to get things done.
- Engage with the local community
- Working closely with the operational teams

Audit and Governance:

- Help develop an audit regime on the process and develop action plans to monitor & ensure compliance
- Support and undertake customer assessment checks during site visits with project teams
- Carry out post-project reviews and 360 learning elements along with key clients, report implementation and instigate positive outcomes.

Key measures & targets

- Meet our customer targets of a ratio of 5:1 of positive events to negative
- Minimum of 4 visits a month
- Assist with CEMARS accreditation
- Assisting in maintaining ISO50001 Energy Standard

Key relationships

- Regional Managers, Operational Managers, Contracts Managers and Site Agents
- Thames Water Customer Relation Team
- General Public
- Schools and Colleges within the Thames Water Framework area
- Regional HSEQ team
- Quality and Systems Advisor
- Communication team

Person specification

Criteria	Requirement	Essential & Desirable
Knowledge & experience	• Previous experience of working within a Customer/Community focused position	E
	• Experience of delivering service improvements	E
	• Experience of implementing and delivering customer service strategy	D

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	<ul style="list-style-type: none"> Experienced in research insight and analytics 	E
Skills & Qualifications	<ul style="list-style-type: none"> Degree or equivalent in Customer Services/social media and or Marketing 	D
	<ul style="list-style-type: none"> Strong interpersonal, organization, communication, and time management skills with a strategic and analytical outlook 	E
	<ul style="list-style-type: none"> Ability to show empathy and understand customer needs 	E
	<ul style="list-style-type: none"> Ability to confidently present analytical data and insights both visually and verbally 	E
	<ul style="list-style-type: none"> In-depth experience working with all Microsoft packages 	E
	<ul style="list-style-type: none"> Good social media skills with the ability to develop and update on the Thames Water Framework across varied Social Media platforms 	E
Personal Qualities	<ul style="list-style-type: none"> Good stakeholder management skills 	E
	<ul style="list-style-type: none"> Exceptional communication skills 	E
	<ul style="list-style-type: none"> Forward-thinking, positive, and empathetic 	D

How to apply:

Please send your current CV and covering email outlining your suitability for the role to careers@barhale.co.uk

We are an equal opportunities employer. We are determined that no job applicant or employee receives less favourable treatment on the grounds of sex, pregnancy or maternity, gender reassignment, sexual orientation, religion or belief, marriage or civil partnership, age, race, or disability. All information will remain confidential to Barhale and will be handled in accordance with the requirements of the Data Protection Act.