

Customer Experience Team Lead

Join the brand that is transforming rural areas with ultrafast full fibre broadband. We're the team where talented people are encouraged to thrive and enhance their career.

Powered by brilliant people with bright ideas, we want to hear yours. Our success is driven by your creativity, collaboration and commitment.

Our Customer Experience team is evolving as we start to transform our processes and technology. We aim to deliver a zero-touch customer contact and operation, enabling Gigaclear to deliver a world class experience to our customers.

In this role, you will be focused on leading a Customer Experience team, empowering and enabling them to handle all types of customer queries throughout the lifecycle of our customers. This is a first step into line management reporting into the Customer Experience Manager.

You are ambitious with the tenacity to succeed. You will be able to demonstrate the essential criteria whilst bringing your own passion and ideas. Some of the key skills you will possess are:

- Previous experience delivering high-quality customer service
- Advanced knowledge of Microsoft Office 365, in particular; Outlook, Excel, Word
- Understanding of relevant Data Protection laws and regulations
- Strong interpersonal skills allowing effective communication with internal and external stakeholders at all levels
- Exceptional verbal and written communication skills
- Experience of managing teams
- Methodical approach to problem solving
- Effective at external and internal stakeholder management
- Strong coaching and training skills
- Ability to approach potentially challenging situations in a positive and supportive manner
- Proven work experience as a team leader or supervisor
- In-depth knowledge of performance metrics

You share our values. They make us who we are:

- **Find a way:** Always working together to deliver market-leading solutions and provide customer service excellence to our communities
- **Be committed:** We are all accountable for our actions and work relentlessly with our many customers to deliver on our promises
- **Do the right thing:** We always base our decisions on what we believe is fair, considerate and in the best interest of our customers and our colleagues
- **Keep it simple:** In an industry of complexity and confusion, we make things easy for everyone to understand
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Culture & benefits:

We empower people to do what they do best; fast. We want you to bring you, so we don't 'fence' anyone in to a single way of working. You will get the latest news through our staff magazine, Gigabites, and monthly company updates (food can play a major part in this!). You are living and breathing our values, so your colleagues may nominate you for our Star of the Month award. If you win you get an extra day's holiday. Like us, you probably like to get a bit social too. We have a weekly running club, Gigaclear FC plus two company socials a year, and more.

On top of this we offer great benefits such as, Study Support, Income Protection, Life Assurance, Pension and 25 days holiday (plus bank holidays).

When you apply for this role, please access the full job description in the account registration area.

Gigaclear Ltd is registered in England and Wales with company number 07476617