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**JOB DESCRIPTION**

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| **Job title** | Customer Journey Manager |
| **Job location** | Hybrid role based near to either AgilityEco’s offices in Sutton or Aylesbury with regular travel to the other office required. |
| **Renumeration** | £40,000 - £48,000 per annum dependent on experience |
| **Hours** | 37.5 hours per week with 25 days annual leave earning 1 additional day per year of service up to 30 days, plus bank holidaysPermanent contract |
| **Purpose Statement** | AgilityEco is a dynamic and fast-growing business that has established a leading position in the origination and delivery of energy efficiency and fuel poverty programmes. Our clients include many of the major energy supply companies, fuel poverty specialists, network operators, Local Authorities, and industry supply chain partners. An important aspect of our business is delivering large scale energy efficiency and fuel poverty projects, such as:* **WHF (Warm Homes Fund):** AgilityEco is managing WHF projects providing retrofit energy efficiency upgrades to make customers’ homes warmer and cheaper to heat. These include air source heat pumps and insulation measures.
* **Home Upgrade Grants (HUG):** Working with around 30 Local authorities AgilityEco is supporting households with the installation of a range of energy efficiency, low carbon heating and renewable energy generation measures.
* **Warm Homes: Local Grant:** this scheme will run from April 2025 – March 2028 as a successor to the HUG scheme and will provide energy efficiency and renewable measures for low income households. AgilityEco will continue to partner with a large number of local authorities to access this funding and delivery support to households in their area.
* **LEAP (the Local Energy Advice Partnership)**: A Warm Homes Discount Industry Initiative project, providing important advice, support and energy saving measures to fuel poor and vulnerable households referred by local authorities and local referral agencies

Work in this area of the business is dynamic and fast-paced owing to the agile nature of the business and the ongoing development of new projects. AgilityEco is actively exploring the requirements to support different types of customers and to increasingly focus upon renewables in line with GB’s net zero strategy. Over time we expect new projects to emerge in this area.The Customer Journey Manager will work closely with Customer Service Team, Marketing Team and the functional leads across the areas of the business that touch any customer journey to ensure that our customers have a coherent, best-in-class experience as they use our services.As part of our business transformation, a project to develop and re-platform our IT systems is ongoing within AgilityEco through Project Nova. The Customer Journey Manager will play a key role in the success of this project ensuring the customer experience is embedded in each part of the development. |
| **About the role:** | As the Customer Journey Manager, you’ll be instrumental in helping us meet the objectives of putting our customers at the very heart of our service delivery. By understanding, shaping, and optimising journeys you will aim to deliver excellent customer experiences in line with our corporate values and our overall business objectives. Working closely with colleagues across departments at AE and our partners, your focus will be on the things that research and experience has taught us matters most - understanding the eligibility rules, making it easy to apply and prove they’re eligible, and receiving clear and simple communication through the process that will keep the resident informed about what happens next. You will be pivotal in ensuring journeys and processes are tested and ready for new projects before they go live to market.You’ll be joining us at an exciting time and will be part of the team that will inform and deliver our *‘best in class’* customer journeys via our new digital platform and CRM. |
| **Responsibilities** | As a Customer Journey Manager, you will design, lead and refine the entire customer journey. Your key responsibilities will include:* Using your expertise in customer journey mapping to develop a comprehensive journey mapping framework to capture every touch point, emotion and interaction.
* Creating and maintaining detailed documentation and comms catalogue of journeys in an accessible format for all who need to know.
* Establishing, tracking and reporting key performance metrics related to customer journey to enable the identification of any journey friction and monitor the impact of improvements by taking a proactive. Setting an example for data-led approach to continuous improvement of the customer experience.
* Collaborating with cross-functional teams to resolve pain points, perform root-cause analysis and roll out journey-based enhancements. Driving and owning improvement to make a real difference, ensuring fluid transitions and consistent experiences across all touchpoints.
* Briefing and collaborating with the marketing team to develop communications or materials for each touchpoint.
* Utilising communication skills for facilitating workshops, engaging stakeholders, presenting insights and making recommendations aligned with organisational objectives.
* Working across all departments and stakeholders to ensure processes and journeys are robust and ready, without exception, before going live into the market.
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| **Dimensions of role** | This role sits within AgilityEco’s Customer Services team reporting to the Customer Services Director.  |
| **Essential skills, knowledge and expertise** | * Deep knowledge of customer journey mapping, design thinking, and co-creation methodologies.
* Experience in enhancing customer journeys, preferably in B2C environment where working with vulnerable people has been involved.
* Robust analytical skills for interpreting KPI and customer feedback data
* Experience of process mapping and understanding the technical capabilities of a CRM system. Salesforce preferable.
* Stellar communication skills for collaboration with cross functional teams, facilitating workshops and presenting insights.
* Ability to oversee multiple initiatives simultaneously, whilst ensuring comprehensive tracking of progress and outcomes.
* Competent skills in Visio and Powerpoint
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| **Person specification** | * Passion for understanding customer needs, coupled with creativity to address challenges innovatively.
* Excellent communication and interpersonal skills
* Good verbal and written communication, time management and organisation skills
* Critical thinking and problem-solving skills
* Self-motivated, driven and proactive

**AgilityEco is an equal opportunities employer, we value diversity and individuality and welcome applicants from all backgrounds and communities.** |