

Job Description Details	
<b>Job Title</b>	Customer Experience Manager
<b>Department/Division</b>	Customer Experience, Customer
<b>Reports to</b>	Chief Customer Officer
<b>Direct Reports</b>	Customer Experience Advisor Carer Recognition Advisory Group Chair
<b>Agreement</b>	Brightwater Care Group Staff Agreement

Brightwater Mission
<p><i>Pursuing the Dignity of Independence</i></p> <p>For Brightwater, no one is beyond care. Here, we value the potential that lives inside each and every one of us, no matter what that looks like. Our amazing ability to strive towards our best self every day, to keep learning and to keep growing. This drives all that we do. Sure, it's not always easy, but this journey that we're on together comes with its own reward. This pursuit of independence brings with it the dignity of control over our own lives. And everyone deserves the right to pursue that.</p>

Commitment to Mission and the Brightwater Spirit	
Embrace and apply the Brightwater Spirit – our values and behaviours – in all interactions with staff and customers. Our commitment to the Brightwater Spirit enables us to achieve our Mission, <i>Pursuing the Dignity of Independence</i> .	
<b>Caring</b>	We care for and about each other. We work together to provide inclusive and relevant services in ways that meet the needs and goals of our clients.
<b>Authentic</b>	We are open and genuine, enabling us to build meaningful relationships with our clients and each other.
<b>Progressive</b>	We are inspired to continuously improve ourselves and our services for the benefit of our clients.
<b>Courageous</b>	We find strength in order to make a difference.

Diversity and Inclusion Statement
At Brightwater, we welcome people with the full diversity of life experiences, thoughts and beliefs. We foster a culture of inclusion, collaboration and innovation where our clients and staff can flourish.

Position Purpose
This position is responsible for overseeing the implementation of Brightwater's customer success strategy. As part of a collaborative and multi-disciplinary Customer team, this role will shape and influence the customer experience direction of the organisation.

Job Title	Revision	Date	Author	Approved	Page 1 of 3
Customer Experience Manager	1	27/04/21	Recruitment Coordinator	Chief People & Culture Officer	
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## Key Duties/Accountabilities

1. Lead the establishment and measurement of Brightwater’s holistic customer experience strategy.
2. Develop, implement, measure and evaluate customer success strategies and CX improvement initiatives that are aligned to organisational strategy, culture and Mission.
3. Develop, roll-out and integrate customer experience metrics across the business such as NPS and CSAT, implementing associated supporting technologies.
4. Map key client journeys and advocate for the client experience throughout all journeys.
5. Develop, implement and manage a Voice of Customer (VOC) program, building strong working relationships and effective collaboration with all services.
6. Collect, track and analyse customer feedback and develop business improvement recommendations based on the insights gathered.
7. Collaborate with the People Services team to analyse and optimise the relationship between employee engagement and customer experience.
8. Identify areas for business practice improvements, building strong working relationships across all services and collaborating cross-functionally to extend the reach and capability of the client.
9. Participate in Brightwater’s operational planning and budgeting process; develop and monitor data sets and Key Performance Indicators (KPIs) to measure and report outcomes.
10. Research and develop market predictions, including customer trends and other industry indicators, presenting to key stakeholders and embedding insight in the customer experience operational plan.

## Key Working Relationships

1. General Manager, Customer.
2. Customer Experience Advisor.
3. Customer Team and People Services Team.
4. Senior Leaders Group, including Service Managers.
5. Clients.
6. External agencies and stakeholders.

## Professional Development

1. Accept responsibility for updating/developing own knowledge/skills in relation to professional practice.
2. Actively participate in opportunities for performance feedback with a growth mindset, including reviews and check-ins; reflect on own performance and set goals.
3. Complete essential training courses within the required timeframes and embed learning outcomes to continuously improve skills and work performance.
4. Attend and contribute to staff meetings/discussions and collaborate with team members to improve outcomes.

## Safety and Health

1. Actively promote a positive safety and health culture by caring for self and others, demonstrating attention to physical, mental, emotional, cultural, and psychological safety.
2. Take proactive and responsible actions to avoid, eliminate or minimize hazards.
3. Accept responsibility for understanding and recognising the risks and hazards associated with work duties.
4. Report all incidents, hazards, and injuries immediately.
5. Use equipment, such as personal protective and manual tasks equipment, as trained and required.
6. Adhere to infection control principles and practices.

Job Title	Revision	Date		Page 2 of 3
Customer Experience Manager	1	27/04/21		
UNCONTROLLED WHEN PRINTED				

## NDIS Risk Assessment

This position is likely to require more than incidental contact with people with disability and therefore is a risk assessed role that requires the person to hold a valid and satisfactory NDIS Worker Screening Check.

## Other Information

Frequent travel to Brightwater sites, events and agencies is a requirement of the position.

## Selection Criteria – Qualifications, Skills, Knowledge, Experience

1. Relevant tertiary qualification or equivalent experience.
2. Proven experience in implementing significant programs of change within organisations – from project justification to requirement gathering, solution design and cross-functional execution and change management.
3. Strong understanding of – and skills in utilising – customer experience metrics such as NPS and CSAT along with CX methodologies and trends. This includes the ability to easily read and interpret data and extract relevant information.
4. Prior experience leading successful customer experience strategies in partnership with cross-functional services.
5. Advanced written, interpersonal and engagement skills with proven ability to influence outcomes through persuasion, negotiation, and consensus building while developing strong internal and external relationships.
6. Excellent analytical and problem-solving skills, the ability to organise and prioritise tasks, work effectively under pressure, and meet deadlines.
7. Demonstrated ability to work both independently, collaboratively and flexibly in a team environment.
8. Excellent computer skills and sound knowledge of Microsoft applications and CX platforms.
9. Current Western Australian 'C' Class Driver's Licence.
10. Satisfactory National Police Certificate obtained within the last 12 months.

Job Title	Revision	Date			Page 3 of 3
Customer Experience Manager	1	27/04/21			
<b>UNCONTROLLED WHEN PRINTED</b>					