

Job Title: Customer First Manager
Department: Customer Experience
Contract Status: Permanent
Hiring Manager: Anthony Osho (Customer Relationship Lead)
HR Contact: Felicity Kelly

Job Description: Customer First Manager within a FTSE 250 Property Investment and Development Company.

An exciting new role has arisen for a Customer First Manager to join the CX team at GPE.

GPE is a highly respected central London property investment and development company quoted on the London Stock Exchange. The Company, which employs around 130 people, owns around £2.5 billion of real estate – primarily commercial but also retail; and a small amount of residential - 100% in central London with a rent roll of approx. £100 million per annum. The business focuses on acquiring, managing and repositioning properties – to unlock their full potential and value. This approach, combined with successful reading of the real estate market, continues to deliver great performance for shareholders and makes for a dynamic environment in which to work.

At GPE, we genuinely believe that diversity gives us strength, but we know this strength is only fully realised if our environment is truly inclusive. Our culture is grounded in genuine and mutual respect, and we do not tolerate discrimination of any kind. We hire talented, unique individuals who are encouraged to collaborate, be their authentic selves and they support their colleagues to do the same.

Job Description: Customer First Manager

Customer First Manager is responsible for driving GPE’s focus and objective to being the London property company that ‘owns experience’

GPE have recently implemented a change programme, to move away from a traditional landlord operating model to a modern customer focused model, evolving the way we do business to meet (and exceed) customers’ changing needs. The business sees this an opportunity to differentiate itself, build a brand and create a competitive advantage.

Key Responsibilities

- Reinforcing GPE ‘Customer First’ commitment across the business, acting as the ‘voice of the customer’ internally
- Embedding a customer centric mindset and culture across GPE, through engaging all roles and teams across the business (E.g. internal events and knowledge sharing , customer champion network etc.)

- Leading and coordinating cross departmental CX projects, prioritizing by short term wins and long term propositions that support the business' ambitions
- Supporting the Customer Experience and Relationship Lead with the delivery of a customer engagement strategy
- Working alongside the Customer Insights Analyst to ensure research is driven by the business needs and new solutions, experiences and offers are measured on their impact
- Designing end-to-end CX journeys and implementing improvements with the objective to increase customer satisfaction, loyalty, and advocacy;
- Ensuring that GPE's customer experience is in keeping with market leading expectations; through testing concepts and hypothesis against experiential pain points and moments of delight
- Defining the GPE tone of voice of customer communications (e.g. Helpdesk)
- Support the sharing of best practice across Flex and RtF, working with the to identify opportunities to improve service
- Develop close relationships with Customer Experience Managers (Building Managers), so operational impacts are considered within the scoping stages and the on-going running of initiatives

Team Structure & Reporting Line

The position reports to our Customer Relationship and Insights Lead, within the Customer Experience Team. The role will play a critical role as GPE develops its CX maturity.

Critical Skills and Experience Required

- Minimum 5 years' experience as a Customer Experience Manager, Product Manager or CX designer
- Experienced in design thinking and 'test and learn' experimentation
- Experienced in customer journey mapping, process mapping, CX or UX design
- Experience of NPS methodology and research methodologies
- Project management skills
- Strong written and verbal communication skills;
- Strong personal organisational skills; be self-directed and able to use their own initiative to progress tasks/activities
- Real Estate or Property sector experience **is not required**; in fact we would be interested in other sector experience
- The ability to communicate successfully to a varied stakeholder group across all levels of GPE and influence strategy at a senior level

Personal Attributes Desired

- Change management experience
- Thrives in a deadline driven, fast-paced environment; ability to work under pressure, prioritise effectively and meet deadlines
- Comfortable leading on and being accountable for activities and projects
- Works flexibly and cooperatively as part of a team
- The ability to handle a large and varied workload.
- A continuous improvement mind-set – constantly looks for ways to deliver the best possible service to the team and the wider business
- Respects the needs of others and actively creates an environment where colleagues feel they can belong
- Shows consideration for the opinions of others, even if they are different to your own

Live by our Company Values

- We achieve more together
- We are committed to excellence
- We are open and fair
- We embrace opportunity

As a Disability Confident employer, we will ensure that a fair and proportionate number of disabled candidates that meet the minimum criteria for this position will be offered an interview. Moreover, we will ensure that reasonable adjustments are made for applicants during the recruiting process. We encourage candidates to confirm any requirements that we can reasonably fulfil to make the application process a positive experience for all candidates. If you would like to provide any feedback on your application process this would also be welcome by emailing hrsupport@gpe.co.uk.