

Customer Journey Manager

Location: Alfreton, DE55 7RG

Salary: Competitive, DOE

Contract: Full-Time, Permanent - 37.5 hours per week (Monday-Friday)

Benefits: Profit Related Pay, Life Cover, Employee Assistance Programme, Auto Enrol Pension Scheme, On site parking, 23 days holiday plus Statutory

About the Role

We are looking for a proactive and customer-focused Customer Journey Manager to join our Sales & Marketing team.

In this role, you will be responsible for overseeing and continuously improving the end-to-end customer experience, ensuring that every interaction reflects our commitment to exceptional service. You will act as the first point of contact for escalated customer complaints, monitor feedback across multiple channels, and work collaboratively across departments to identify opportunities to enhance the customer journey.

This is a key position within the business, ensuring that customer insights drive improvements across operations, service delivery and training.

Our Mission

Our purpose is to change people's lives by improving their mobility, through understanding customer needs and providing the most appropriate solutions.

By delivering real value to our customers, we aim to build a profitable and sustainable business while maintaining the highest standards of service and care.

Key Responsibilities

Customer Experience & Journey Management

- Monitor and develop the external customer journey process, ensuring clear ownership of each stage
- Identify opportunities to improve the customer experience across all touchpoints
- Work with internal teams to ensure consistent service standards are maintained
- Develop improved methods of measuring customer satisfaction across the customer journey

Customer Feedback & Escalations

- Act as the first point of contact for escalated customer complaints
- Record, monitor and report on Customer Related Issues (CRIs)
- Carry out customer feedback calls following installations for both Retail and Motability customer
- Analyse feedback to identify trends and drive service improvements

Reviews & Online Reputation

- Work closely with the Online Marketing team to increase response rates on customer reviews across platforms such as Trustpilot and Google
- Monitor and manage online feedback to support continuous improvement

Cross-Department Collaboration

- Work closely with the Quality Manager to identify service issues and implement improvements
- Collaborate with the Field Product Assessment and Business Development teams

- Share customer insights with internal stakeholders to support operational improvements

Training & Development

- Provide training, coaching and mentoring where required to improve service delivery
- Lead disability awareness training across the organisation in partnership with charity partners
- Identify training needs across the customer journey touchpoints

Reporting & Performance Monitoring

- Record and analyse customer service data and performance metrics
- Provide monthly and quarterly reports to the Head of Sales & Marketing
- Use insights and performance data to drive improvements and support business growth

What We're Looking For

We are seeking someone with strong emotional intelligence and a genuine passion for delivering exceptional customer service.

Essential Skills & Experience

- Strong interpersonal skills and the ability to manage sensitive or complex customer situations
- Excellent communication skills (written, verbal and presentation)
- Ability to analyse feedback and identify service improvement opportunities
- Strong organisational skills and ability to manage your own workload
- High level of emotional intelligence and empathy
- Proficiency with Microsoft Office and IT systems

Personal Attributes

- Customer-focused with a proactive mindset
- Confident communicator with the ability to influence and support colleagues
- Collaborative and supportive team player
- Strong attention to detail and problem-solving ability

Our Values

We are proud to work in a culture that reflects the following values:

- Innovation Driven – Always open to new ideas and better ways of working
- Service – Deliver exceptional service with a proactive, solutions-focused mindset
- Ethical & Fair – Do the right thing in the right way
- Brave – Challenge thinking and drive meaningful change
- Inspired – Motivate others and create new ways of working
- Empowered – Encourage responsible decision-making and ownership
- Ambitious – Support growth and development for everyone
- Advocates – Be a company customers, partners and employees are proud to be part of

Why Join Us?

This role offers the opportunity to play a central role in shaping the customer experience within a purpose-driven organisation committed to improving people's lives through mobility solutions.

You'll work closely with multiple departments, helping to ensure our customers receive the highest level of service and support at every stage of their journey.

