



## Position description

<b>Position title</b>	Customer Operations Manager
<b>Group / Branch</b>	Customer Experience / Customer & Enablement
<b>Reports to (Title)</b>	Group Manager Customer & Enablement
<b>Competency level</b>	People Leader

## Job Purpose

We Innovate with purpose and Act with care to deliver healthy water for life for our 1.8 million customers, the community and the environment. Healthy water for life means bringing our customers the clean water they want and safely managing the wastewater they don't. It's about thinking ahead, and doing what we need to do now, so that future generations can rely on us too.

The Group Operations Leader is responsible for overseeing the daily operational performance of customer facing and administrative teams within the Customer & Enablement contact centre. Through dynamic and progressive leadership, this role ensures performance outcomes are achieved across a balanced scorecard of operational, customer and people metrics through a high performing, highly engaged workforce that contributes towards the delivery of the Customer strategy. As part of a Customer Experience extended leadership team, the Group Operations Leader drives continuous improvement, contributes towards the successful delivery of cross-functional initiatives and supports strategic planning and execution.

## Key Accountabilities

- Lead a high performing operation that achieves outcomes with efficient use of resourcing and strong outlier management to achieve customer, operational, employee and financial outcomes through high levels of productivity and minimised shrinkages.
- Leverage operational data and reporting to generate meaningful insights that are translated into strategy, continuous improvement ideas and operational action plans that drive improved performance and enhanced ways of working.
- Utilise a strong understanding of contact centre metrics and insights to implement plans which assure efficient use of resourcing to manage and meet business objectives and customer's expectations.
- Lead, coach and develop leaders with clear goals and accountability, promoting a performance-based culture and building strong leadership capability.





- Grow and foster a highly engaged workforce led by a compelling vision that connects the team to the South East Water and Customer Experience objectives and drives a customer first culture combined with high levels of ownership and agility.
- Ensure high quality recruitment and onboarding of team members and the identification and development of ongoing learning requirements to drive a high-performance culture where team members excel in their roles and possess the desire to grow their careers at South East Water.
- Contribute to the development and delivery of a Customer & Enablement operating plan and the resulting capability that achieves strategic objectives and performance standards against measures of customer experience, employee experience and operational excellence.
- Promote and uphold a strong safety and wellbeing culture by proactively facilitating and maintaining a healthy and safe work environment that fosters psychosocial safety.
- Deliver business objectives in collaboration with internal and external support partners, including the contact centre outsourced partner, to ensure delivery of the customer service proposition and a balanced scorecard of performance.
- Live the South East Water values and demonstrating role model behaviour in punctuality, reliability, collaboration and compliance with South East Water's Code of Conduct and other policy and procedures.
- Understands legislation and policies pertaining to the water industry and leads a well informed and managed team that is compliant with regulatory and legislative obligations .
- Responsibly and effectively manage incidents and related duties including mitigation of risks and issues as required, including after hours.
- Other responsibilities as determined by leader.

## Knowledge, Skills & Experience

- At least 8 years extensive experience in a contact centre or equivalent people leadership role including an in depth and demonstrated understanding of contact centre operations, practices, dependencies and lever management.
- Extensive experience managing multi-disciplinary teams including Business Process Outsourcing teams to deliver to agreed operational outcomes and leverage the partnership to deliver value.
- Extensive contract management experience including management of suppliers to contracted performance outcomes, development and delivery of effective governance management and commercial management of outcomes to contract value.
- Proven ability to lead, inspire and motivate leaders to achieve high performance outcomes across levels of team and function across a balanced scorecard of operational excellence, customer and people metrics by setting and working towards goals and growing leadership capability.





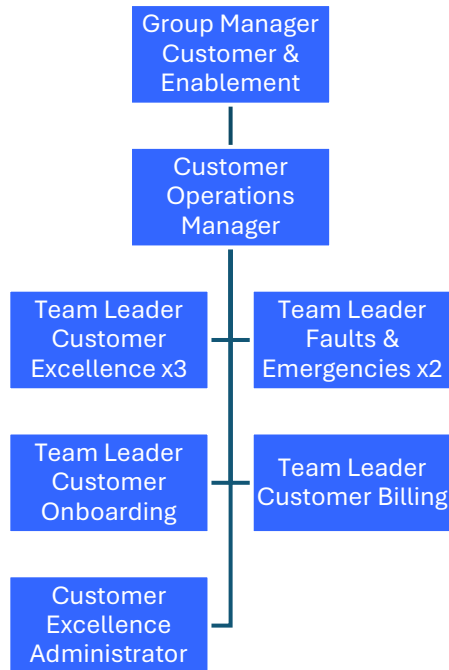
- Demonstrated effective decision making and ability to remain focused on delivering well balanced outcomes with a high sense of urgency.
- Identifies emerging trends and incidences, escalates issues to the appropriate business owner/s, remediates the issue as relevant and makes appropriate decisions with this knowledge.
- Ownership of business performance and outcomes, evidenced through intimate knowledge and understanding of business performance, indicators, key drivers and levers influencing performance and astute decision making and actions taken to influence outcomes.
- Experience leading transformational change through strong advocacy and delivering sustainable, improved outcomes as a result.
- Excellent organisational skills including the ability to manage competing demands concurrently, effectively plan, make sound decisions and harness the power of the collective to achieve targeted outcomes.
- Advanced interpersonal and stakeholder management skills with the ability to orchestrate outcomes influence and challenge the status quo and take well-calculated risks to achieve goals.
- Demonstrates resourcefulness and structured, integrated problem-solving abilities that balance risk and reward to deliver fit for purpose/future solutions.
- Highly organised and demonstrates efficiency and effectiveness in time management and prioritisation for own commitments and the work of others.
- Compelling communication skills that enable the individual to confidently and effectively engage diverse audiences and build sustainable stakeholder and team relationships.
- Situationally aware and adaptable, with the ability to manage ambiguity to solve complex challenges at senior organisational levels.
- Bachelor's degree in Business or related field is desirable.





## Dimensions

### Organisational Chart



### Number of people managed

8 direct reports

120 indirect reports

### Size of budget managed:

TBC

### Value of Assets managed:

Nil

### Ensuring a sustainable, resilient organisation:

Authorities outlined in [Instrument of Delegations](#) no

Compliance management responsibilities outlined in the [compliance and obligations register](#) yes – operational responsibilities

South East Water operates a 24/7 service environment. Whilst this role does not involve after-hours rostered duty, all employees may be required to provide out of hours support from time to time as required