

# CUSTOMER STRATEGY MANAGER

**We're making a difference: Together, we can ensure that there is enough water for everyone, now and in the future.**

As the Customer Strategy Manager at Portsmouth Water, you will play a pivotal role in driving the successful implementation of our smart metering programme. You will lead the development and execution of customer-centric strategies and initiatives aimed at optimising the customer experience throughout the smart metering journey. This role encompasses responsibilities spanning smart metering and is the key role to ensure the Customer Services Teams interests, requirements and voice is championed throughout the programme.

## Key Responsibilities

- Map out end-to-end customer journeys related to smart metering, identifying pain points and opportunities for improvement.
- Implement enhancements to streamline customer interactions, increase satisfaction, and drive adoption of smart metering technology.
- Monitor and analyse customer feedback and journey metrics to continuously optimize the customer experience.
- Utilise customer data and insights to inform strategic decision-making and drive targeted interventions
- Conduct thorough analysis of smart metering data to identify usage patterns, trends, and opportunities for value-added services.
- Translate data findings into actionable recommendations to enhance customer engagement and satisfaction.
- Develop robust processes and procedures for handling customer complaints related to smart metering, ensuring timely resolution and customer satisfaction.
- Implement preventive measures to mitigate recurring issues and improve overall service quality.
- Monitor complaint trends and proactively address root causes to drive continuous improvement. Develop and refine the overarching customer strategy for the smart metering programme, aligning with business objectives and regulatory requirements



**320,000**

Properties supplied  
with water



**170 Million**

Litres of drinking  
water per day



**21**

Natural water  
sources

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**£55,558 - £61,807**

**GRADE 10**

**+ Non-contractual bonus related to company performance of up to 6% of basic salary**

### Hours:

Full time / Hybrid

### Holiday:

27 days increasing up to 31 days, plus bank holidays

### Pension:

A generous pension scheme in which Portsmouth Water will contribute up to 15%

### Life assurance:

The life assurance scheme provides a death in service lump sum benefit of 4 times pensionable salary

### Employee Assistance Programme:

Provided by Bupa

### Volunteering:

You'll have the chance to participate in Portsmouth Water volunteering days.

**CLOSING DATE: 12<sup>th</sup> June 2024**

- Identify key customer segments and tailor strategies to address their unique needs and preferences.
- Collaborate with cross-functional teams to ensure alignment and integration of customer strategy with overall programme goals.
- Overall customer service leadership of both Pilot and Rollout phases of the smart metering programme.



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### Experience and Qualifications Required:

- Ability to develop and refine customer strategies aligned with business objectives and regulatory requirements
- Proficiency in identifying key customer segments and tailoring strategies to address their unique needs and preferences
- Experience in mapping out end-to-end customer journeys, identifying pain points, and opportunities for improvement
- Capability to implement enhancements to streamline customer interactions, increase satisfaction, and drive adoption of smart metering technology
- Strong analytical skills with the ability to interpret complex data, conduct analysis of smart metering data, and derive actionable insights
- Experience in developing robust processes and procedures for handling customer complaints, ensuring timely resolution, and driving continuous improvement
- Ability to design and implement initiatives to enhance overall customer satisfaction with the smart metering programme
- Excellent communication and interpersonal skills, with the ability to collaborate effectively across cross-functional teams and stakeholders

### Qualifications & Experience

- Proven experience in customer strategy, experience management, within a highly regulated operating environment
- High level of proficiency with the Microsoft Office suite of products, particularly Microsoft Excel. A sound knowledge of database and billing systems, or ability to rapidly acquire a sound knowledge
- Excellent communication and interpersonal skills, with the ability to collaborate effectively across cross-functional teams



Pension Scheme



Flexible Working Opportunities



Professional Development



Employee Assistance Program



Life Assurance



Annual Salary Review



Holiday Entitlement

**Excellence in water. Always.**  
Committed to a sustainable future together

## Apply Today

If you have the skills and experience to excel as our Customer Strategy Manager, apply today at [jobs@portsmouthwater.co.uk](mailto:jobs@portsmouthwater.co.uk)

We recognise people want to work in a variety of different ways, this means we are happy to consider flexible working arrangements. Please talk to us at the interview about the flexibility you may want.

We support equality, diversity and inclusion and encourage applications from all sections of society. The Company has a responsibility to ensure that all employees are eligible to work and live in the UK.

Due to the high volume of applications received we are unable to respond to unsuccessful candidates. If your application is of interest to us, we will normally contact you within 2 weeks of receiving your application.

**Apply Now**