

# CUSTOMER EXPERIENCE DESIGN LEAD (2-year FTC)

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

Are you passionate about creating seamless customer experiences but just getting started in your career? We have an exciting opportunity for a Customer Experience Design Lead to join our team at Portsmouth Water. This role is ideal for someone looking to develop their skills in customer experience design. In this role you'll map, shape and improve customer journeys, offers a seamless, user-friendly experience aligned with the company's strategic ambitions and improve our customers' interactions with Portsmouth Water. This is a fantastic opportunity to grow your career in a supportive environment where enthusiasm, creativity, and a customer-first mindset are valued.

## Key Responsibilities

- Create and document comprehensive customer journeys across all channels, including digital, face-to-face, and telephone interactions.
- Visualise and document customer interactions through detailed journey maps to improve touchpoints.
- Oversee the design of all customer touchpoints to ensure they meet usability and accessibility standards.
- Implement enhancements to streamline customer interactions, increase satisfaction, and drive adoption of smart metering technology.
- Monitor and analyse end user feedback and journey metrics to continuously optimise the customer experience.
- Translate end user feedback into actionable recommendations to enhance customer engagement and satisfaction.
- Collaborate with internal stakeholders to deliver exceptional customer service and support throughout the customer lifecycle.
- Work closely with stakeholders across the business to ensure customer experience initiatives align with company objectives.
- Oversee the design of all customer touchpoints to ensure they meet usability and accessibility standards.



**320,000**

Properties supplied  
with water



**170 Million**

Litres of drinking  
water per day



**21**

Natural water  
sources

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**£37,561 - £39,519**

**GRADE 6 - 6.3**

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

### Hours:

Full-time | 2-year FTC

### Holiday:

25 days increasing with every two years of service, 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: 3<sup>rd</sup> October 2024**

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## Skills & Competencies

- Experience in mapping out end-to-end customer journeys, identifying pain points, and opportunities for improvement.
- Proficiency with customer journey mapping tools, particularly Microsoft Visio, as this is the primary tool we use. Experience with other platforms such as Miro, Salesforce or UXPressia is also acceptable, with the ability to create detailed and actionable customer journey maps that inform design and strategic decisions.
- Capability to implement enhancements to streamline customer interactions, increase satisfaction, and drive adoption of change.
- Strong analytical skills with the ability to interpret complex data, conduct analysis of customer behaviour, and derive actionable insights.
- 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 & Visio. 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.

## What can Portsmouth Water offer you?



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



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## Apply Today

If you have the skills and experience to excel as our Customer Experience Design Lead, 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**