Customer Experience Manager

Salary: Salary dependent on experience + Up to 20% performance bonus

Benefits: Up to 7% matched Pension, private medical insurance, and travel insurance

Hours/days per week: 37.5 hours/5 days

Place of work: Hybrid minimum 3 days in South Oxford office plus regular travel

Reports to: Operations Director

About us

Heat in buildings accounts for more than a third of the UK's total carbon emissions, with more than two million businesses and 24 million homes burning fossil fuels for heating.

To achieve Britain's climate goals, there is an urgent need for a national shift from fossil fuel heating to low-carbon alternatives—and heat networks offer a proven, scalable option.

1Energy is the UK's leading developer of low-carbon, city-heat-networks. Our mission is to decarbonise heat in cities and towns across the UK, accelerating the transition to net zero.

Our heat networks provide the lowest cost, simplest and fastest route to decarbonising heat at scale and a long-term foundation for healthier, greener cities.

In just over three years, 1Energy has grown from a start-up to having over £600m of heat networks in development, with ambitions to deploy £1bn within the next eight years into building new networks.

1Energy is backed by a dedicated fund established by Asper Investment Management, which supports the development, construction and operation of our networks.

Our team are leaders in the heat network industry—having delivered and operated more than 100 district heating projects over the past 15 years.

About the job

The Customer Experience Manager will report to the Operations Director as a member of the Operations team, your role is central in ensuring we deliver market-leading customer service to our customers, resulting in excellent customer satisfaction.

Working closely with the Business Development, Delivery, Operations team and our service partners, you will work to deliver successful onboarding of new sites and customers,

implement our customer experience , and ensure we are fully compliant with regulations and standards that apply and ensure our customers are billed correctly and revenue collected timely. The outcome: exceptional service to our customers, no outstanding revenues and compliant audit trail.

What you'll do

- Management of customer services against service level agreements (SLAs) including Billing, payment collection and credit control, complaint management, customer account management tools, and coordination of response to faults and service interruptions.
- Producing monthly invoices in a timely manner to ensure that revenues are captured and reported accurately.
- Own the chasing of the outstanding balances ensuring reconciliation against expected revenues.
- Lead the accounts receivable business audit by providing required documentation to external auditors
- Responsible for delivering customer satisfaction surveys and plans to meet the business objectives and targets on Net Promoter Score (NPS) and Customer satisfaction (CSAT).
- Responsible for the execution of the customer experience framework and policies including onboarding, billing and credit control, Guaranteed Standard of Services (GSOS), Priority register and complaints.
- Support in the designing and responsible for the implementation of improved processes and operational policies.
- Supervise the collation of performance metrics and monthly reporting on customer service metrics, including debt and complaints and compliance with downstream and upstream SLAs.
- Review at regular frequency existing processes and working with teams internally to revise and improve standard operating procedures were required, to comply with changes in regulation or in response to feedback loops.
- Responsible for the continuous operation of all customer systems and it's data connections including payment channels and metering & billing systems.
- Responsible for the timely resolution of escalated customer queries.
- Responsible for ensuring continuous operation of the 24/7 customer services including 99% uptime for all communication channels
- Working closely with the Sales and Delivery teams to co-ordinate onboarding of new sites, execution of customer onboarding and managing responses to service interruptions where escalation is required.
- Responsible for the enforcement of GDPR and OFGEM policies
- Oversee the collation of customer data for reporting and audit submission to OFGEM.
- Responsible for the management and resolution of escalated complaints and Ombudsman Complaints

What you'll need

- 5 years' experience working within a consumer services sector (utilities, communications, banking) and consumer protection regulation
- Knowledge of metering & billing platform, servicing desks.
- It would be desirable to have working knowledge of the district heating sector, and experience in the district heating sector, including Heat Trust and service standards.
- Considerable working knowledge of customer relationship management (CRM) tools and high comfort level with digital technology
- Understanding of customer satisfaction metrics and ability to structure, scope and implement customer satisfaction measurement.
- Excellent verbal and written communication skills and financial acumen.
- Excellent analytical and problem-solving skills required to assess and resolve issues with strong attention to details.
- Excellent organisational skills and ability to prioritise and manage conflicting deadlines to ensure priorities are delivered
- It is highly desirable to have strong Excel skills as the role will involve interrogating data.
- Ability to work both independently and as part of a cross-functional team in a matrix environment, taking initiative to drive projects forward.
- Ability to learn quickly and manage a diverse, rapidly changing portfolio.
- Approachable, helpful, and friendly personality that brings positivity to the work environment
- Experience in developing and implementing operational processes.
- Experience running multiple projects and programmes, with the ability to balance commitments and priorities.
- Experience building relationships and networks and representing business at industry forums

1Energy's team is comprised of head office remote and on-site roles, with our team members based across the UK; for this role, however, occasional travel will be required to meet with customers, stakeholders and colleagues.
All applicants must be eligible to legally work in the UK.

Work with us

If this sounds like you, we'd love to hear from you. Please send us an email with your CV to: info@1energy.uk