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| **Job Title** | Head of CX |
| **Salary** | Dependent on experience |
| **Contract Type** | Permanent |
| **How to Apply** | Email your CV to [recruitment@bluetreegroup.co.uk](mailto:recruitment@bluetreegroup.co.uk) |

Bluetree Group are the fastest growing print business in the UK and have been on the Virgin Sunday Times Fast Track 100 ranking for two years running, along with appearing in the '1000 Companies To Inspire Britain’ LSE listings. With over 400 employees, we have departments ranging from production to sales, artwork to customer service and marketing to finance.

**Here’s where you come in:**

We are seeking a talented Head of Customer Experience to join our Route One Print Client Services Team. Your role will be to improve customer experience by engaging with our client service and studio teams. You will also be tasked with improving website usability to improve acquisition, retention and advocacy of our trade clients.

We are looking for someone who has real experience within the following areas (but not necessarily within the print industry!);

* Customer experience and satisfaction reporting
* Customer Services and Studio Strategy
* Customer Services and Studio team management
* Website UX Strategy

You will be targeted against client satisfaction and experience, measured through our NPS and online reviews, as well as online conversion rate.

**You will be responsible for;**

* Measuring and understanding how we are performing from a customer experience perspective
* Establishing and refining our customer satisfaction / experience metrics
* Identifying opportunities and transitioning these into results that give real impact
* Identify opportunities for improving KPIs
* Using available data, business priorities and other inputs to define the strategy for the Customer Services and Studio teams
* Managing and coaching the Customer Services and Studio Manager and help them to achieve agreed objectives
* Reviewing the Customer Services and Studio structures to ensure they provide a platform for growth
* Support the Customer Services and Studio Manager in managing and developing team members and developing their quarterly strategies
* Support the Customer Services and Studio manager to work across departments to resolve customer experience issues, deliver a strategy defined through monthly projects and support with team management including appraisals and disciplinaries
* Implementing a test and learn culture
* Monitoring and improving UX metrics such as conversion rate
* Creating customer journey maps and executing user testing
* Sourcing and analysing data to define UX opportunities
* Briefing the web development and creative team on key UX briefs and priorities
* Reviewing and appraising UX projects
* Reviewing client and colleague feedback and translating that into UX changes
* Coordinating the communication of key UX changes to key stakeholders as well as supporting with training

Since work is a huge part of your life, we want it to be interesting. You will be exposed to new technologies, subject matters and challenges. We keep up with the latest technologies, tools and tricks of the trade – we’re always refining our approach. If successful, you will undergo a comprehensive company and department induction programme.

**Benefits:**

* Informal office dress code and uniform provided for production roles
* BUPA Health Care (following 3 months of employment)
* Regular social events both on and off site
* Wide range of internal and external training available
* Long service holidays awarded after 3 and 5 years of service
* Regular charity events and fundraising
* Free tea, coffee and fruit
* Enrolment into the company pension scheme
* Free on-site parking
* Enhanced Maternity and Paternity package

**Essential Skills**

* You will have experience of running B2B account management teams
* You have experience of implementing new processes
* You will be able to build positive working relationships with others

**The Company**

Bluetree Group operates through two Brands; InstantPrint and Route1Print.co.uk. We target all sectors of the market; from small & micro businesses to the largest FTSE 100 Companies.

Here are some of the other awards that we won in 2018;

• The European Business Award for Manufacturing

• The Sheffield Business Award for Company of the Year

• Internet Retailing Growth 2000

• BHP Rapid Growth Survey

• Business Link Ones to Watch for Printing Solutions

• 1000 Companies to Inspire Britain for the £20-£30m category

• FT1000 Europe’s Fastest Growing Company

You’ll be working at our state of the art factory that is based in Manvers (local to Rotherham, Barnsley, Sheffield and Doncaster) which is located on a major bus route, and free-parking is available on site. Once you walk through our doors, you realise that technology is pivotal to all of our operations. It’s a place for curious and ambitious people at heart.

*Bluetree Group welcomes applications from carers or parents who have taken extended career breaks.*

For all our current vacancies and privacy information, please follow this link to our website under the recruitment page [www.bluetreegroup.co.uk](http://www.bluetreegroup.co.uk).

