



Customer Insights Manager

The Role:

Support the successful delivery of the Customer and Community strategy, driving positive outcomes to help Anglian Water achieve its goal of Delighted Customers. Make a positive difference to our local communities, making sure they stay great places to live and work. This role is responsible for bringing the voice of the customer to the business department heads and stakeholders. Working closely with key stakeholders to drive change. Leading on market research, looking at customer data from multiple sources, including focus groups and public events, pulling in information to analyse and understand key trends across the business.

Key Responsibilities:

Strategy

- Work with the Head of Customer to develop our customer insights strategy.
- Work cross-functionally with peers/colleagues, and other research teams in Anglian Water and our Partner Companies, to align on methodologies, insights, and prioritise change needed to our customer experience.
- Contribute to the development and implementation of the customer strategy through analysis of performance and assessment of the current offerings.

Project Support

- Enable real-time customer feedback at scheme level, providing multiple channels for collecting feedback and a live dashboard for employees to monitor performance.
- Support the teams in obtaining valuable customer insight during the design stages, ensuring our customers influence our solutions.
- Be the go to person for problem solving, a reliable source within the team, who is knowledgeable and approachable.
- You will be a strong communicator, confident in working with multiple stakeholders and delivering your findings.
- Support the communication of Customer Insight work to the rest of the business.

Insights and Analysis

- Plan, scope and prioritise customer research studies, working backwards from customer needs to identify areas that can drive impactful customer experience enhancements.
- Own and drive end-to-end customer research studies, including study design, fieldwork (qualitative research moderation and survey execution), analysis, recommendations, reporting and presentation of results to senior management.
- Manage the creation and completion of employee and community feedback surveys, completing analysis to understand our performance and to drive improvements.
- Co-ordinate larger projects with external agencies/internal resource.

Performance Management

- Identify drivers of NPS/ C-MeX and where to prioritise investment in order to have the most significant impact on improving the customer experience.
- Ensure the business knows and understands our NPS/ C-MeX performance and what drives it/what is improving.
- Whilst being customer focused you'll have the ability to deal with multiple data sets – both qualitative and quantitative to tell stories and drive actionable insights.

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- Deliver insight that inspires, is actionable and drives results.
- Produce a monthly performance report for the board.

Transformation

- Support the Head of Customer to develop and deliver solutions to transform the customer experience, resulting in improved performance for customers, reduced running costs and staff development.
- Lead projects (acting as the project manager) for specific projects that relate to customer experience improvement.
- Keep up to date with trends and new opportunities for customer and community engagement delivery excellence.

Key Relationships:

- Alliance Leadership Team
- Business Unit Management Team
- Commercial team
- Anglian Water
- Alliance Partner Organisations
- Customers
- Parish Councils, Elected Officials and regulatory bodies

Person Specification:

The successful candidate is likely to meet all of the following criteria:

Essential

- 3+ years in a research, insight and analytics manager role.
- Experience of working in a customer facing environment, able to demonstrate an affinity with the customer and understand how service improvements can be achieved.
- Experience of working across groups, internally and externally, demonstrating a role model approach.
- A track record of collaboration and stakeholder engagement.
- Strong influencing capability at all levels of the organisation.
- Strong interpersonal, organisational, communication and time management skills with a strategic and analytical outlook.
- A problem solver, who is able to work out solutions to complex business problems.
- Able to confidently present analytical data and insights, both visually and verbally.

Desirable

- A degree or similar qualification.

Benefits:

As well as offering a competitive salary, remuneration for this role includes flexible benefits, which provides a range of guaranteed benefits including but not limited to:

- 5% Company pension contribution
- Life Assurance at 2 x notional salary
- Single persons private medical cover
- Permanent Health Cover

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About Barhale:

Barhale is one of the largest privately owned infrastructure specialists in the UK and was originally formed in 1980 as a specialist tunnelling contractor diversifying over the years into various civil engineering areas. Barhale works UK-wide across the water, transport, energy and developer services sectors providing design, construction and maintenance services under long-term contracts, with blue-chip public, regulated and private clients. The company employs over 600 people in the UK, has an annual turnover of £120m and a distinctive set of values that are fundamental to our approach to business sustainability.

Our business activity is carried out for the following principal sectors:

Water: Civil Engineering, Tunnelling, Pipelines and Utilities

Transport: Rail, Aviation, Waterways, Highways and Bridges

Energy: Power Generation, Power Transmission and Distribution, Waste

Developer Services: Civil Engineering across private sector developers UK wide

Specialist Businesses: Tunnelling, Mechanical and Electrical and Barhale Construction Services (BCS Group)

How to Apply:

Please send your current CV and covering email outlining your suitability for the role and quoting the reference number to careers@barhale.co.uk.

We are an equal opportunities employer. We are determined that no job applicant or employee receives less favourable treatment on the grounds of sex, pregnancy or maternity, gender re-assignment, sexual orientation, religion or belief, marriage or civil partnership, age, race or disability. All information will remain confidential to Barhale and will be handled in accordance with the requirements of the Data Protection Act.