

**BRIGGS****Job Profile: Head of Customer Services & Support**

- Location:	Briggs of Burton Plc – Staffordshire
- Department:	Customer Services & Support
- Reporting line:	Chief Commercial Officer / Sales Director

Job Focus

This opportunity is for an experienced professional to establish, lead and develop the Customer Service and Support team in Briggs Group to deliver world class services to customers across a range of sectors, globally. This includes our subsidiaries. This role provides the opportunity for a creative and driven individual to work both strategically and operationally to make a significant impact on the business.

Main tasks & responsibilities

- Working across all value streams and functional areas of the business to define the Briggs Customer Service and Support Services framework and design the key service lines to meet customer needs.
- Develop business cases, seek sign off and implement the agreed suite of Services – this is likely to include spares, technical support and on-site servicing and maintenance.
- Own and develop the Customer Service and Support Services revenue stream to meet agreed business targets and provide regular reports in-line with the Briggs reporting requirements. Both across the sales and operational aspects of this role.
- Own and develop the Customer Service and Support Services team to ensure that the team develops and excels in line with the needs of the business.
- Develop and implement visualization and planning tools to ensure that the short cadence activities are completed, on time, in full, to the satisfaction of our customers and other stakeholders.
- Assist and provide input to strategic development and continuous improvement initiatives across all engineering department.
- Integrate Customer Service and Support services with the wider Briggs Global business and ensure all Customer Service and Support considerations are reflected in the processes and thinking within the business. Create robust Customer Service and Support processes that link to and support other business processes. This will require working with all functional leaders across the business.
- Working with Sales and Marketing to develop new opportunities for Customer Service and Support sales and to market and sell new services to existing customers.
- Lead service and support contract negotiations and close the details of deals in accordance with Company rules.
- Provide input to new market requirements, application development and recommendations.
- Identify the ideal locations and establish Services Centres to provide on-site maintenance, inspections and repairs to a wide range of customers across the world.
- Complete Customer Satisfaction reviews to understand how Briggs products and services are performing and agree actions across the business to address the feedback.
- Further develop IT solutions that would support and enhance the Customer Service and Support services activity and develop the business cases.

Tasks and Duties

- Input to annual forecast and budgeting including the roll up of the spares sector, including monthly/quarterly projections update.

- Provide strategic oversight and leadership direction for the Customer Service and Support team.
- Developing and managing the Customer Service and Support Team to ensure that the business goals are met in a timely, cost-sensitive fashion.
- Ensure training needs across the team are identified and planned to ensure capability, standards and compliance are maintained.
- Business support and client interface as and when required.
- Development and reporting of Department KPIs.
- Promoting a culture of being safe, ethical and delivery in line with Client expectations.

Desired Knowledge & Experience

Education:

- Educated to degree level or equivalent with significant experience of Service development and delivery in a related industry.
- Management training preferable.
- Language – English (any foreign language skills could be considered beneficial).

Professional experience:

- Ability to develop and execute strategic plans.
- Customer interface experience.
- Ability to work within and prioritise short cadence tasks with a high level of responsiveness to our clients across both sales and operational environments.
- Business leadership and working with a senior team.
- Knowledge of Systems -SAP, customer portals ideal.
- Experience in utilising HubSpot or similar CRM systems preferable.

Technical skills:

- MS office also proficient in Excel, Access, Microsoft Project, and SAP.

Required competencies & behaviour

- Result driven, confident and dynamic personality.
- Self-motivated and creative.
- Strong verbal and written communication skills.
- High level of integrity, open mindedness, and flexibility.
- Working knowledge of Spanish would be an advantage.
- Have experience of presenting to Senior Leadership Team
- Experience of working in fast paced multi-site/global business

Remarks:

- The role will involve travel both domestic and internationally to clients sites and to other Briggs group offices.