

# Job Description – Customer Engagement Manager

Department	CS – ELTO
Grade	12
Reporting to	Customer Engagement Manager
Direct reports (yes or no)	No
WTW Code	AMS02P312

## Job Purpose

- To take end-to-end ownership of customer transition outcomes for a defined portfolio, ensuring customer readiness, adoption and successful migration to the ELD NextGen platform.
- To deliver customer engagement activity in line with agreed strategies and plans, applying professional judgement to identify, assess and flag customer-specific risks that may threaten transition and migration milestone
- To deliver customer engagement and communications activity across the project, exercising professional judgement to identify and raise customer-related risks that may affect achievement of programme milestones

## Key accountabilities

- Document and maintain customer transition and readiness actions for assigned customers, ensuring agreed plans are implemented to support a successful migration
- Coordinate, in conjunction with the customer engagement roles, the activities with ELTO customers outlined on their action plans – translate any changes to plans to the project team to support the delivery of project milestones for customer migration.
- Work in partnership with the project engagement team to coordinate customer transition activities across migration tranches, ensuring readiness activities are aligned to programme delivery plans
- To work with the comms teams to help support comms activities to customers.
- Work collaboratively with the project team to ensure effective customer engagement delivery, contributing insights and feedback to support the successful achievement of programme objectives

## Key accountabilities

- To support the customer working groups effectiveness by helping with the logistics and outputs of sessions to feed into the project.
- Diagnose and resolve complex, non-routine customer risks and issues, determining when escalation is required and when independent resolution is appropriate.
- Monitor customer health and risk indicators, proactively initiating corrective actions to protect customer outcomes.
- Support Onboarding lead with creation of training material for customers
- Support Onboarding lead with content for microsite updates
- Supporting Onboarding lead with organisation of events (webinar, f2f workshops)
- Manage and take ownership of distribution lists and to manage and keep up to date with contact information
- Onboarding new customer information onto CRM tool/tracker
- To undertake additional duties as required.

## Role requirements

- Previous account management/customer relationship management experience within an externally facing customer service focused environment
- Good relationship management and communication skills.
- Significant planning, prioritisation and time management capability.
- Ability to think creatively to achieve the best outcome.
- Concise and accurate written and verbal communication skills.
- Proven ability to operate independently with minimal oversight, making judgement-based decisions.
- Innovative thinker – able to use all available resources to get to the right result.
- Demonstrable experience owning customer outcomes in complex, externally facing environments, requiring independent decision-making and professional judgement.
- Working knowledge of Microsoft Office products.
- Technical background in supporting products would be preferred