UCAS

Technology Experience Manager

Basic information

Band: C
Job family: Technical
Terms: Full-time, FTC for one year
Location: Cheltenham

Reports to: Head of Technology Service Management
Team: Technology Service Management
Business unit: Technology

Role purpose:

The Technology Experience Manager is accountable for driving continuous improvement in the customer experience for our internal and external customers (including advisers, students, providers, and internal and external customers of UCAS Technology). The role holder will work across UCAS to understand and eradicate main causes of customer dissatisfaction, improve customer satisfaction, and drive customer experience efficiencies through root cause analysis, and delivering people, process, and technology improvements.

The Technology Experience Manager is accountable for the leadership and line management of the Technology Experience Team.

Key duties and responsibilities:

- Work closely with key stakeholders across the organisation to ensure quality standards are understood, measured, and delivered effectively.
- Drive and embed a culture of customer experience across UCAS and the Technology business unit, supporting the people and cultural strategy where individuals take ownership, and are fastidious and proud of delivering excellence and quality.
- Accountable for monitoring and reporting on customer satisfaction levels against set targets, both in quantitative and qualitative terms, via surveys.
- Drive and embed the customer experience framework on behalf of Technology, and drive improvements to the technology service management experience.
- Work collaboratively with UCAS' customer experience leads to deliver a joined up strategy.
- Drive the 'digital inside' agenda, with the aim of improving the services UCAS employees use.
- Accountable for the delivery and implementation of projects on the digital inside agenda, including SharePoint.

- Drive the continual improvement of the service management experience for both internal and external customers.
- Establish and maintain relationships with teams across UCAS, to support and improve the customer experience delivered.
- Work closely with the student, provider, and adviser experience managers to ensure there is a consistent approach to supporting customer groups.
- Map the customer journey with UCAS IT, both from an internal and external perspective, to systematically improve the experience.
- Work with the Business Management and Market Intelligence teams to publish measures enabling improvement interventions.
- Work alongside heads of customer experience (for advisers, providers, students, and technology) to improve staff knowledge of customer experience.
- Create customer personas to support and underpin decision-making during change management.
- Proactively network with external contacts to understand and share best practice in the customer experience arena and beyond, enabling us to keep abreast of industry standards, and implement where suitable.
- Act as a change agent across the business, influencing behaviour, attitude, and improvement programmes.
- Create and maintain content and presentation collateral related to service excellence, and how this is managed at UCAS, including presenting to key customers as required by the organisation.
- Create specific content on customer engagement, and create initiatives to support the technical relationship managers.

Leadership and management:

- Lead and manage the Technology Experience Team, driving continuous improvement to the customer experience for internal and external customers.

- Lead and develop a high performing team, and drive a culture of customer experience.
- Understand the financial position of technology services, including the total cost of ownership for technology services.
- Promote resilience and responsiveness in the organisation by being open and honest about challenges, and the actions required to address unexpected developments.
- Gather and report detailed performance data against key indicators, to generate actionable improvements to the quality of services offered by the Technology business unit.
- Act as change lead for Digital Acceleration initiatives, and other projects as and when required.
- Identify, manage, resolve, and balance business and technical risks/issues.
- Develop strategic and, where appropriate, operational relationships with customers and higher education provider (HEP) software vendors.
- Represent UCAS in the industry and sector, by contributing to internal and external websites, publications, forums, and events as required.

Accountabilities:

Financial authorities:

- Authority to recommend change that affects people, process, and technology improvements.

Non-financial authorities:

- Leadership and management of the Technology Relationship Team (interim) and Technology Experience Team.
- Demonstrate a broad competence around engagement and relationship management.
- Anticipate and respond proactively to potential problems and opportunities.
- Take responsibility for the delivery of improvement initiatives.
- Manage others to ensure they achieve the required standards of work.

Key skills, qualifications, and experience:

- Experience of ITIL v3 (desirable but not essential).
- Experience of continual service improvement.
- Leadership – ability to lead others through listening (understanding all stakeholder concerns), debating (with all appropriate facts), and showing (leading by example).
- Interpersonal – ability to work effectively with people, contributing positively, and accepting feedback from others as appropriate. Can apply emotional intelligence to a diverse range of people and situations.
- Communication – ability to communicate customer experience content informally (discussions), and formally (workshops, presentations, etc.) to technical and non-technical audiences, using techniques and language appropriate to the audience.
- Assertiveness and Influence – ability to deal with difficult customers, and explain techniques to facilitate positive outcomes for UCAS and our customers. In addition, able to influence outcomes and demonstrate an understanding of people's different styles, and how to adapt accordingly.
- Relationships – ability to foster productive relationships between service providers and their customers, across all levels.
- Questioning and listening – ability to ask open, probing, and closed questions, and to demonstrate how this can be adopted to improve communication and relationships.

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

Our values in action

Customer-focused – We understand what our customers want, and we act on their changing needs.

Collaborative – We collectively create an engaging and positive work environment.

Accountable – We take ownership of our individual and organisational performance.

Service excellence – We realise, grow, and maximise our potential.

Trusted – Individuals are trusted to make informed decisions and take appropriate risks.