



Creating great homes together

# Role Profile

**Position**

**Director of Customer Operations**

**Reporting to**

**Chief Executive**

## What you can expect

**We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.**

- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

## What you are known for

- Set out a new vision for Customer Operations at Magna, creating a sustainable operating model that minimises our impact on the environment.
- Deliver data-driven business and service improvements and behaviour changes needed for excellent service, informed by research and insight and delivered through technological innovation.

## What you take care of

- Provide leadership and direction to a team of strategic leads to achieve high performance and optimise the delivery of all customers facing services to ensure long-term customer satisfaction and engagement
- Lead a substantial team made up of internal colleagues and external contractors who deliver direct customer service, ensuring they are all engaged with our culture, #themagnaway, and are enabled to achieve great performance.
- Drive building and customer safety programmes, ensuring effective prioritisation
- Monitor, measure and manage performance and provide timely and accurate revenue and resource forecasts by tracking and analysing resource utilisation, project delivery and overall customer satisfaction
- Serve as a project sponsor on key programmes and collaborate with customers and stakeholders to ensure business goals are aligned to deliver successful implementation and benefits realisation

## What you need to be successful

- Strong proven leader with experience solving complex business challenges while enabling teams to deliver value to customers
- Obsessed with the customer experience, focused on driving highly innovative and effective services
- An innovator that brings resilient leadership through transformation and change
- Strong interpersonal skills to gain cross-functional adoption and successfully deliver change management.
- Excellent strategic planning skills, including experience with capacity planning methodology and models
- Comfortable working within a fast-paced & multi-tasking environment
- Experience hiring, training, and enabling an inclusive culture where teams thrive and perform
- You will inspire and engage others through personal behaviour, vision, and actions
- You will have the ability to anticipate trends in the external operating environment
- You will bring strong commercial acumen, with the ability to communicate the importance of commercial success to teams
- You have significant background in organisational leadership and have delivered successful transformation programmes previously
- You will have worked with a range of partners and stakeholders and brought them all together to achieve goals
- You'll be an inclusive, inspiring leader who shares our values, is committed to our social purpose, and wants to make a lasting difference.

## Qualifications required

**Applicants with transferrable skills are encouraged to apply.**

