



## Vacancy: Customer Change Co-ordinator – 6-month Fixed Term Contract

### Who we are

Xoserve is the Central Data Service Provider, that sits at the heart of Britain's complex gas market as a specialised contract management and assurance company. Xoserve maintains accountability for the delivery of the Data Services Contract for the industry, which is delivered by a key outsourced service provider.

We need people who are comfortable, and excited, about operating in the middle of a two-sided business model. We embrace modern technology and want people who are adept at weighing up the needs of our customers, on either side, taking pride in connecting them via seamless automated and digital processes.

### The Role (6-month Fixed Term Contract)

This is a 6-month Fixed term contract position; The Customer Change Coordinator is responsible for the initial assessment of change, tracking of change and supporting the implementation of projects and programmes, and attending required internal and external meetings. This includes liaising with service provider(s) involved in the development and delivery of change and the creation, review and evaluation of multiple customer analytics and metrics for the purpose of understanding and enhancing the customer's engagement experience.

### Role Accountabilities

- Providing required support to the team to ensure that the customer's needs are represented throughout the end-to-end Change Lifecycle, including but not limited to, testing strategies, training and change communication documentation.
- Coordinate and implement a range of customer related activities or projects as a means of delivering customer change.
- Support colleagues and partners through the provision of information and support to develop customer related change initiatives and customer analytics and metrics relevant to their requirements related to project and programme delivery.
- Liaise with colleagues and partners to gather insight to contribute to reporting to industry forums and support routine reporting to enable effective decision making.
- Attend meetings and forums in an administrative capacity, including the capturing and distribution of meeting minutes. Where appropriate, discuss agenda items with customers ahead of industry forums for preparation.
- Build and maintain effective internal and external relationships for the purpose of providing professional, high quality customer engagement experiences.
- Provide analytical support where required, including preparation, production of material and attendance at industry meetings.
- Coordinate meetings, events and workshops and ensure outputs are shared with relevant stakeholders.
- Act as internal stakeholder liaison to ensure that information, advice and concerns of the industry are systematically recorded and integrated into relevant strategy documents and frameworks.
- Support with the coordination of system and process change from initial enquiry through to implementation as required.
- Manage the Change Management Committee process and other Customer Change Lifecycle processes.
- Undertake a broad range of administrative tasks relevant to the team's work and activities.

### Specialist/Technical Expertise

- Ability to organise and prioritise workload.



- Demonstrate a track record in the management and application of metrics and analytics

*At Xoserve we are committed to our company Values, which are; Collaboration, Trust, Empowerment, Teamwork and Fun. Our values shape our culture and how we interact with one another to drive great performance.*

*Xoserve is an equal employment opportunity employer. We adhere to a policy of making employment decisions without regard to race, ancestry, place of origin, creed, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability. We promise that your opportunity for employment with us depends solely on your qualifications.*

**We offer a competitive salary of £27,000 plus benefits (see below).**

**Pension** - Up to 12% employer contribution Xoserve will co-invest with you by doubling your contribution, up to a maximum of 12% from Xoserve, e.g. If you contribute 6% then Xoserve contributes 12%

**Death in service benefit** - 8 x basic salary.

**Working Hours** – 37 hours per week (Monday to Friday) – we operate a hybrid working model, with access to our office in Solihull at any time.

If you are interested and consider you have the right skills and experience, we are looking for, please either apply direct on LinkedIn or email your CV, together with a covering letter explaining why you believe you are the right candidate to [people@xoserve.com](mailto:people@xoserve.com).

The closing date for applications is Monday 21<sup>st</sup> November 2022.