



Job Description

Position Reference Number	-	Reports To (Position Title or Position Reference Number)	<i>Head of</i> ECM Business Customer Experience
Position Title	Executive Manager – Business CX Improvements	Location	Sydney/Melbourne
		People Leader Role	Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/>

(it does lead 2 people)

1. Job Purpose

The Business CX function is leading a major transformational change program across the organisation focussed on Business Customer Experience. To drive this change a significant program of work is required, which pulls together the efforts of the whole company on the key things that matter to our customers.

Head of The **Executive Manager – Business CX Improvements** is accountable for driving Business CX improvements throughout nbn, *aligning with* CX and operational performance ambitions. Reporting directly to the ~~ECM~~ *ECM* Business Customer Experience, they are a senior influencer across the business, with executive level reporting and deliverables. This is a *newly* created role to support the increasing focus and exec level accountability of Business CX within nbn. *Recently*

The role has overall accountability for identifying, scoping, assessing feasibility and driving execution of tactical and strategic solutions to business CX pain points. This function will drive collaboration across nbn to galvanise the organisation around the successful design and delivery of large scale, cross company, and cross industry, improvement programs. *needs to improve*

This function will act as an internal *advisor* ~~consultancy~~ providing business CX expertise to support Business products, *and advice* ~~programs and initiatives~~ *solutions* to ensure the best possible experience for business customers. They will

represent the needs, wants and pain points of customers in discussions, meetings, forums and programs across nbn.

This role is intended to phase into that of a people leader role within the first 6 months, managing at least 1 direct report.

Key Accountabilities

MAJOR RESPONSIBILITIES & SUPPORTING	EXPECTED	WAYS TO MEASURE	% OF TOTAL
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SUPPORTING RESPONSIBILITIES (What the role does and how?)	END RESULT (Why the action needs to be done?)	ACCOMPLISHMENTS (How you can tell it has been done?)	TOTAL JOB
Develop the details behind the Business CX FY20 roadmap and Program of Work	<ul style="list-style-type: none"> Detailed work plan underpinning the FY20 roadmap through cross company collaboration as well as cross industry collaboration Feasibility assessments and high level designs for key proposed strategic Business CX solutions Collaboration between Operations team (ie. NEO, NPD etc) to ensure cross company input into designed solutions Additional ideation and development of solutions in conjunction with other parts of nbn to solve for the Business CX gaps to targets 	<ul style="list-style-type: none"> Achievement of Business CX targets Feasibility assessments delivered on time High level designs delivered on time on budget Feedback from operational teams around effective collaboration 	20%
<i>advisory and</i> Lead business CX consultancy across BSM and nbn more broadly	<ul style="list-style-type: none"> Provide CX thought leadership across BSM including in new product or service development, initiatives and process improvements Upskill other teams on the needs, wants and pain points of business customers and the role they can play in improving business customer experience 	<ul style="list-style-type: none"> Products and services have factored in business customer needs New initiatives have been designed from the outside-in Feedback from key stakeholders of the value of CX consultancy <i>advisory</i> 	30%
Drive delivery of the CX Program of work across nbn and with RSPs and manage for non performance <i>That's now more Sam's role</i>	<ul style="list-style-type: none"> Requirements for the delivery of the roadmap provided to respective nbn business units with sufficient detail and support to enable successful execution to meet agreed targets Documented recommendations for the detailed improvement roadmap for tactical and strategic initiatives with forecasted impact on CX and operational metrics Enable and support all delivery units to deliver on planned CX improvements Assist with addressing risks and breaking down barriers and ensuring correct people and processes are engaged effectively Create new activities to fill performance gaps which may emerge Establish the support of all stakeholders to encourage successful execution. Includes both near-term tactical interventions and well as strategic solutions 	<ul style="list-style-type: none"> New activities identified in timely manner Feedback from key stakeholders of the value of the support and collaboration Risks promptly addressed 	40%
(Within 6 months) Lead, develop and manage Business Improvements function team members	<ul style="list-style-type: none"> Business CX team members are highly engaged, are able to deliver to performance plans and stakeholder expectations 	<ul style="list-style-type: none"> Employee engagement scores Program plans, reporting and timelines are met Business CX team members are valued and stakeholders expectations are met (gathered feedback) 	10%

2. Person Specification

What are the minimum qualifications, skill, experience or characteristics this person needs to have to succeed in this job? (*Insert "X" in the box to indicate what is mandatory vs preferred criteria*)

3.1 Knowledge & Experience e.g. qualifications or indicative years of experience:				M	P
Tertiary level qualifications in Commerce / Business / Engineering / IT or related discipline or relevant industry experience				X	
Deep understanding of Customer Experience Management concepts & principles, analytics and insights, and can demonstrate experience in interpreting and managing complex customer experience data for large service providers, utilities and government customers ideally in the telecommunications sector.				X	
Minimum 15 years recent experience in a few of the different elements of customer experience management eg. Strategy, Measurement, Analytics, Insights, Improvements, Governance within a technology dependent enterprise				X	
Demonstrated knowledge of managing complex programs to deliver meaningful recommendations and solutions				X	
Experience in presenting the requested level of detail to an Executive audience and an EGM Steeringco to provide an end-to-end view of customer insights <i>business customer exp improvements</i>				X	
3.2 Practical/Specialist/Technical Skills: e.g. Keyboard, Software Distribution, etc.:				M	P
Highly developed strategic business skills and industry knowledge				X	
The ability to effectively engage and communicate to internal teams, steering committees, governance bodies and executive committees to obtain the correct buy in and support to deliver results				X	
Ability to facilitate forums of EGM & GM audiences to define strategic direction, share experiences and knowledge with colleagues and internal organisations to build intellectual capital and showcase thought leadership				X	
<i>Add one more on Advisory Skills please</i>					
3.3 Other Characteristics, Skills, Competencies and Leadership Capabilities:				M	P
Recognised certification as a Project Manager (e.g. PMI; PMBOK; or equivalent)				X	
Skilled at assigning priorities across scarce resources, leading direct and cross- functional teams and collaborating with subject matter experts to produce recommendations				X	
Highly developed senior stakeholder management, influencing and communication skills				X	
Ability to provide strategic direction in a complex operating environment, resolving uncertainties proactively and adapting flexibly to changing organisational priorities				X	
Senior Stakeholder (up to C-Level) Relationship Management and strong presentation and facilitation skills				X	
The ability to apply & lead a team to use tools that deliver Continuous Improvement or Business Process Excellence projects such as Lean Six Sigma.				X	
You are expected to adhere to the policy and procedures of nbn and maintain a working environment that is safe and without risk				X	
You are expected to adhere to the policy and procedures of nbn				X	
You must keep the safety and wellbeing of yourself and those around you front of mind at all times				X	

You must co-operate with any requests or actions taken by nbn , to support a safe workplace and manage HSE risk at all times				X		
To use equipment, in accordance with any instructions given by nbn consistent with its safe and proper use				X		

3. Working Relationships

Other groups (internal and external) that this person would typically interact with in the course of the job. *(Insert information to enable recruitment to source the best possible fit candidate for this specific position)*

MOST FREQUENT STAKEHOLDERS		NATURE OR PURPOSE
Head of EGM Business CX	EGMs within NEO & their teams	• Frequent contact to oversee the Business Improvement Program
	Key stakeholders (EGM & GM) across BSM	• Drive improvements and collaboratively determine additional solutions, across the company
	Business CX Leadership Team	• Build relationships to enable engagement, participation and influence roadmap and improvement outcomes
	Business CX Leadership Team	• Daily contact to align teams, priorities, and activities.
EGMs within BSM		• Regular contact to get stakeholder buy-in and allocation of resources

4. Decision Making Authority

Describe the authority permitted to the role by indicating which decisions the role is expected to make and which decisions/actions the role is expected to recommend. *(Bold the appropriate response in the "Sign Off Required" section of the table.)*

KEY DECISIONS EXPECTED	SIGN OFF REQUIRED (Bold the appropriate response)	IF SIGN OFF REQUIRED (Indicate who will sign off)
Business CX Roadmap	Yes	CustCo
Key Business CX Designs	No	
Key Strategic Programs	No	

5. Contribution Measures *(complete this section only if*

management level role)

Indicate the significant numerical data which is applicable to your job or the unit of which your job is part. (Refrain from mentioning confidential information unless required and approved)

Operational Budget (approx.):	No. of Employees Reporting to Role:
\$TBA	Direct: 2 Indirect: 100+
Other Information: (Example: Sales Revenue, No. of customers & clients serviced, training courses conducted, units repaired, maintained, etc.) Development CAPEX and OPEX will generally be under management of the accountable delivery agent within the organisation, being Products, NEO, NPD, or another part of the business. Other OPEX may relate to consultation services, agencies, or BAU business expenses related to departmental activities.	

To be completed by People Central

Job Family	Date Approved	
EBA Name	EBA Classification	