

ROLE PROFILE

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| **Role Profile** | | | |
| **Job Title** | Chief Customer Officer | | |
| **Section** | Senior Leadership Team | **Department** | SLT |
| **Reports to**  **(Job Title)** | CEO | | |
| **Location** | Building 2, Derriford Business Park, Plymouth | | |

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| **Job Purpose** | The Chief Customer Officer will be the Single Responsible Owner (SRO) for customer relationships, accountable for building and maintaining strong strategic partnerships. The role ensures that Delt’s services align with client needs while leading on the organisation’s external communications strategy to enhance reputation and customer engagement. |
| **Key Competencies and Output** | Acts as the primary point of contact for senior stakeholders and decision-makers across Delt’s customer base.  Strengthens partnerships with stakeholders, including political leaders and senior executives within client organisations.  Champions the voice of the customer within Delt, ensuring alignment between client needs and organisational priorities.  Leads the account management team, comprising of Service Delivery Managers and Communications, ensuring seamless service delivery.  Gains a deep understanding of client organisations’ strategic objectives and how Delt’s services support these goals.  Drives customer-centric initiatives that enhance client satisfaction, loyalty, and retention.  Supports Delt’s growth and commercial success by ensuring services meet contractual and operational expectations.  Continuously evaluates and refines account management processes to drive continuous improvement.  Further develops and executes the Delt Communications Strategy to enhance the organisation’s reputation and influence among existing customers.  Ensures consistent, impactful messaging across all communication channels, acting as the guardian of Delt’s brand.  Collaborates with the Senior Leadership Team (SLT) to align communication initiatives with organisational priorities.  Takes ownership of public relations and digital presence, overseeing content across Delt’s website, print materials, and social media platforms.  Monitors and interprets media coverage, providing insights into potential opportunities and risks for Delt.  Supports project managers in communications strategies related to new services or customer onboarding.  The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed. |
| **Experience, Knowledge, Skills and Qualifications** | Proven experience in senior client relationship management, account management, or communications leadership roles.  Experience working with or within public sector organisations.  Demonstrated ability to engage, influence, and build trust with senior executives and stakeholders.  Strong strategic and analytical thinking, with a hands-on approach to execution.  Exceptional communication skills, including the ability to craft and deliver compelling narratives for diverse audiences.  A customer-focused mindset with a passion for delivering exceptional service.  Team leadership skills, with the ability to influence those outside of direct line management. |
| **Corporate Standards** | In accordance with Delt’s organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.  All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delt’s policies and procedures.  All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.  Undertake all duties with regard to the Delt equalities policy and relevant legislation.  In a ‘people first’ environment, the post holder must both be aligned and aspire to Delt’s values and expected standards of behaviour for them and their team(s). |