



Job Description

Job Title: Head, Customer Experience and Success

Department: Customer Success and Experience Location: Lagos

Reporting to: Managing Director

Purpose statement:

The Head of Service Management oversees the strategic direction and implementation of service delivery, ensuring customer-centricity, and maintaining high standards of service in alignment with business objectives. They lead a team of Service Managers and are responsible for the overall management and performance of the service delivery unit.

Principal Accountabilities/Objectives:

1. Leadership and Strategy:
 - Develop and implement service strategies aligned with company objectives.
 - Lead and mentor Service Managers to ensure cohesive team performance.
 - Drive initiatives for continuous service improvement.
2. Customer Relationship Management and Business Growth:
 - Foster strong client relationships to understand their evolving needs.
 - Ensure service delivery exceeds customer expectations and promotes loyalty.
 - Oversee customer retention strategies and initiatives.
3. Operational Excellence:
 - Establish and enforce service management processes aligned with ITIL and ISO standards.
 - Monitor and evaluate service performance metrics, initiating corrective actions when necessary.
 - Guide the optimization of services and resources to enhance performance.
4. Team Development and Management:
 - Provide guidance and development opportunities for Service Managers and the service team.
 - Encourage a culture of excellence, collaboration, and innovation within the team. If you continue to ensure that the services that the client purchases are working according to their needs and expectations, it is expected that they will retain these services with us. It is important to ensure that the product is relevant and working.
5. Stakeholder Engagement and Collaboration
 - Collaborate closely with cross-functional teams, including Operations, Project Units, Legal, and Accounts, to align service strategies and objectives.

- Engage with senior management and stakeholders to provide insights and updates on service performance, trends, and client needs.
6. Metrics, Analysis, and Continuous Improvement
- Define and track key performance metrics to measure service effectiveness, customer satisfaction, and retention rates.
 - Analyse data and feedback to identify areas for improvement, implementing strategies to enhance service quality and client satisfaction.
7. Innovation and Technology Integration
- Stay abreast of emerging technologies and industry trends, integrating innovative solutions to optimize service delivery.
 - Champion technological advancements and their application in service offerings to ensure competitiveness and relevance.

Communications and Work Relationships:

| | |
|---|--|
| <p><u>Key Internal Relationships</u> Service team members Regional operations manager Net-ops manager C-soc manager Project Units Legal Units Accounts (AR and RA) Account Managers Other team leaders</p> <p><u>Key External Relationships (client's end)</u> Contract/service managers IT/NOC managers</p> <p><u>Personal Development</u> Collaborate with higher management for personal and team professional development plans.</p> | |
|---|--|

Knowledge, Skills, Experience and Competency requirements:

Knowledge and skills

- Proven leadership in service management roles.
- Strategic thinking and the ability to drive operational excellence.
- Excellent communication and relationship-building skills.

Experience and Competency

- Extensive experience in managing service delivery teams.
- Strong understanding of ITIL frameworks and industry standards.
- Demonstrated success in enhancing customer satisfaction and retention

Personality requirements:

- Strategic mindset with a focus on problem-solving.
- Diplomatic and tactful in handling complex situations.
- Results-oriented with a drive for excellence and a collaborative approach.

Kindly send your application via email to inqngcareers@inq.inc