

**Chief Customer Officer – permanent, full time – hybrid working.**

This is a great opportunity to join Bath Building Society to play a critical role in leading the Society's customer strategy and journeys, to deliver excellent service to Members and other customers, in an efficient way. You will be responsible for delivering sustainable growth in membership and savings balances in line with the Society's strategy and lead the Society's member engagement strategy and develop broader community engagement.

You will also become a key member of the Executive Committee (ExCo) and you will make a strong contribution to the overall management of the Society.

The role is based at the Society's Head Office, on Queen Square in the beautiful city of Bath. The successful candidate will have the flexibility to manage their own working pattern between home and office working subject to any training needs and core business requirements to be agreed with the Chief Executive Officer.

The Society has been serving the city since 1904. As a mutual Society we are committed to being an employer of choice, creating a diverse and inclusive team, managing our environmental impact, and supporting our local community.

We are proud of the strong supportive culture at the Society. It's a highly collaborative environment with great team spirit and we're all passionate about providing a personalised service for our members.

There's a lot of exciting business change initiatives taking place right now and you'll be working with great people who know their stuff and are committed to making change happen, while remaining true to the Society's core values.

**What you will be doing:**

Reporting directly to the Chief Executive Officer, the Chief Customer Officer will:

- Be a key contributor to the establishment and delivery of the Society's member engagement and customer service strategies.

- Develop the Society's member engagement, marketing, public relations and social media strategies to support Savings operations and developing our member and broader local communities.
- Develop the Society's savings product range and all associated pricing and fees.
- Be accountable for delivering the savings elements of the Bath Future Architecture business change programme, including a new CRM system, upgraded core banking platform and new payments system, with new business processes.
- Overall responsible for improving customer experience and delivering on agreed service standards.
- First line lead for operational risk management.
- Chair Conduct & Operations Committee and the Sales and Marketing Committee.
- Work collaboratively with ExCo colleagues to provide excellent leadership of the Society's colleagues.
- Attend Board meetings and Board committee meetings as required.
- Maintain adequate management oversight of and effective controls over key areas of responsibility.

#### **Qualifications and Competencies:**

- Significant experience in management of customer journeys, in regulated financial services organisations.
- Demonstrating particular knowledge and experience in the development of savings products or marketing.
- Ideally possessing a relevant professional qualification.
- The role will often involve access to potentially sensitive information, so discretion is required at all times.
- Capacity to think and operate strategically, including to develop and implement the savings product strategy.
- Proven analytical, problem solving, decision making and presentation skills.
- Proven knowledge of relevant markets.

- Capable leader with people management expertise.

### Why should you apply?

Here's just some of the reasons our colleagues love working at Bath Building Society:

- Central Bath location with hybrid working opportunities when the job allows
- Competitive salaries and a good work life balance, we don't expect you to work silly hours
- At least 29 days holiday (plus bank holidays) with the option to buy an additional five days
- A day off on your birthday
- A day off a year to take part in our community volunteering programme
- Generous pension scheme
- Life Insurance (four times your salary)
- Healthcare benefits after a qualifying period
- Private Medical Cover after a qualifying period
- Colleague Forum
- Health & Wellbeing Forum
- Support from Mental Health First Aiders
- Refer A Friend scheme
- Sharing in Success: Annual bonus scheme based on both the performance of the Society and your individual performance
- Access to the Wider Wallet employee discounts portal to enjoy discounts off nationwide brands
- We also have regular social events and some of the best parties!

[Apply Online.](#)

**Closing date:** 16<sup>th</sup> May 2024

\*We reserve the right to close this vacancy early if we receive sufficient applications for the role. So if you are interested, please submit your application as soon as possible.