**CX Facilitator**

Salary range (advert to state this): £40,000

Advert (internal or external or both) : ?

Hours (are they normal working hours or shift??): (would you be willing for this role to be done on a part time basis or for flexible working?) Monday – Saturday (5 days out of 6) – rolling roster?

Location/Flexibility (is hybrid working an option?): Ashford? Orp?

Job Description

Southeastern recognises the value of every individual employee and offers benefits that reflect this.

As well as a **generous salary**, we offer an **comprehensive benefits package**which includes;

* A Contributory Final Salary Pension Scheme
* Free rail travel on Southeastern and GTR rail services (extends to family members for leisure/educational travel)
* After a qualifying period, reduced rate travel on other train operators, including European services
* Up to 25 days annual leave entitlement (plus bank holidays)
* Private healthcare
* Access to an array of discounts for retail and leisure products through our benefits scheme.
* Family friendly benefits including enhanced maternity/paternity leave, parental leave and carers leave.

Job introduction

We are currently recruiting for a number of Customer Experience Facilitators to join our Training Team on a Fixed Term Contract basis (2 x 18-month contracts and 2 x 2-year contracts).

As Customer Experience (CX) Programme Facilitators, you will deliver impactful and energetic training to inspire our people to deliver the best ever customer experience and encourage cultural transformation in a new chapter for Southeastern, through engaging discussions and activities framed around our Ways of Working.

As a visionary in culture change you, will lead facilitated workshops in a unique and trail blazing new programme delivered to our customer facing staff across the organisation. The CX facilitator will emotionally engage our teams to motivate and embed real skills to arm them with the drive, confidence and competency to deliver exceptional experiences for our customers.

The ideal candidate will live our ways of working every day; ‘thinking What If’ we try a new approach, ‘show they care’ through listening to colleagues’ experiences and supporting mindset change and ‘making great things happen’, encouraging colleagues to create tiny but significant moments for our customers.

This role is a Monday-Saturday role where you will work 5 out of the 6 days on a rolling roster.

Your time will be spent at either our Training Centre in Ashford, our Training Centre in Orpington and where possible, there will be a level of remote working too.

Main Responsibilities

This role will have a number of responsibilities that include but are not limited to:

* Creating a lively and safe environment, leading and coaching colleagues to participate in experiential behavioural development
* Acting as a role model to the learners in a way that constantly displays the company’s Ways of Working and taking responsibility for the direction and guidance of learners attending the Customer Experience programme.
* Ensuring colleagues meet the programme’s learning outcomes, leave energised and are confident in working towards Southeastern’s customer experience transformation goals.
* Problem solving in the moment by responding to challenges and using your experience and positive mindset to encourage change.
* Ensuring that all courses are delivered in adherence to the training plan, and support the Project Manager in administration, reporting and design aspects of the programme to meet the project’s goals.

The Ideal Candidate

**To be successful in this role, candidates need to demonstrate in their application:**

* Experience in delivering new visions and ideas that bring about culture change, creating buzz and excitement
* A background of coaching others on self-development or behavioural change with a positive approach, particularly when presenting a brand new ‘outside the box’ vision.
* Experience of delivering talks or learning material through storytelling with measurable impact on audience, especially those who may be resistant to change, influencing them to ensure buy in
* Experience of developing/supporting others to improve or make changes through empowerment and personal responsibility
* Experience of presenting ideas and theories confidently and purposefully to engage colleagues in group settings, communicate clearly and facilitate behavioural learning and development.
* Previous experience of impacting behavioural change in customer experience teams with a customer-centric mindset
* Experienced in partnering with stakeholders at all levels to deliver projects.
* A coaching qualification would be advantageous, but is not essential.