

Head of Customer Services

JOB DESCRIPTION

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challenge events worldwide



About Us

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Action Challenge

We are Action Challenge, and we bring people together through challenge & adventure.



Since 1999 we've organised inspirational challenge events & adventures in the UK and Worldwide, for individuals to join, and for groups, companies & charities. Take on a challenge just for yourself, or link it to a special cause and fundraise – so far our events have raised over £90 million for charities. Now is the time to set new goals, to re-energise, and to get active!

We have over 40 UK & overseas challenge events that you can sign up to now – ranging from a meandering 25 km Thames Path walk, to conquering a mighty Himalayan peak. Take on an unforgettable group adventure and push yourself further! We welcome individuals, couples, or groups of friends & family – and you can self fund, or link your challenge with fundraising for a chosen charity.



Few experiences bring a group closer together than an outdoor adventure which challenges comfort zones, builds resilience & understanding, and forges respect & friendships. If you have a group, you can join one of our 40 or so scheduled events, or if you want something special – we can craft a bespoke itinerary or plan a unique challenge event to meet your objectives and get your team energised!



Head of Customer Services

FULL TIME, PERMANENT, SE LONDON

We are looking for an experienced manager to head up our Customer Services function. This role is an ideal opportunity for someone who may feel that they would thrive within a relatively small, busy, company – which operates & manages a range of interesting, and highly respected, outdoors challenge events that engage thousands of participants, 400+ charities, and a hundred or so corporate clients each year. Whilst some of our ‘events’ may only last as little as a single day – many individual customer journey’s span up to 12 months; therefore providing first class customer service & excellent communication is absolutely at the heart of what we deliver as a class leading brand - and is exactly what this role is all about. The position is office based in Woolwich, which is well connected by rail, DLR, & Elizabeth line.

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About us:

Action Challenge has been in business for 23 years, and are organisers of UK & overseas challenge events – delivering unique and exciting experiences for the country's top charities, companies, private groups, and individuals. We have circa 30,000 participants each year and our events have helped to raise over £100 million of fundraising for our charity partners. Due to our rebound after the difficult 'Covid' years, and our desire to provide exemplary levels of customer service to our growing client base associated with our mass participation events and international challenges - we want to significantly strengthen our HQ Team.

Responsibilities & Duties:

- Managing the Action Challenge Customer Services function & Team
- Planning & delivering the outward communications schedule to challenge participants
- Building & managing relationships & communications & with charity partners
- Managing the onboarding & communication processes for corporate clients
- Ensuring all customer & client data management processes are accurate & timely
- Manage the inward customer enquiry & response processes against agreed KPI's
- Deal with customer complaints
- Work with finance department to ensure customer invoicing is correct & paid on time
- Develop junior members of the Customer Services Team
- Develop initiatives to enhance Action Challenge's customer service/ journey reputation
- Develop initiatives to improve efficiency
- Support social media strategy

Skills required: -

- A minimum of 5 years' experience in a fast moving customer services department
- Educated to degree level
- Proven experience of managing a team / staff
- Strong IT skills including Microsoft Office Software, including word, excel and outlook
- Excellent communication skills – written & verbal
- Excellent organisational skills
- Be able to relate to staff at all levels
- Works well under pressure, and juggle competing priorities

The Role:

Based at our South East London office based in Woolwich. CVs must be forwarded along with a cover letter demonstrating your suitability & desire for the role. Salary guideline is up to circa £50k for the right person – with sufficient experience and drive.

To Apply: Please email CVs along with a cover letter demonstrating your suitability and desire for the role to - careers@actionchallenge.com.



Contact Us

careers@actionchallenge.com

0207 609 6695

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