**Job Profile - Digital and Customer Experience Officer**

**Job Title: Digital and Customer Experience Officer**

**Job Grade: Level 4 Zone 1**

**Salary Range: £37,638 - £43,659**

**About Camden**

‘Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we’re not just home to UK’s fast-growing economy. We’re home to the most important conversations happening today. And we’re making radical social change a reality, so that nobody gets left behind. Here’s where you can help decide a better future for us all.

This role is part of a team working to create an excellent customer experience for our citizens. By researching needs and designing the customer journey to reflect these, you will ensure that outcomes are citizen-focused and evidence-led.

**About the role**

The Digital and Customer Experience Officer role is responsible for designing services that reflect user needs. It does this by carrying out user research to fully understand the end to end customer journey and staff and citizen’s experiences, utilising data, and working in partnership with Digital and Data Services delivering the Product Owner function (where relevant).

It is imperative that we involve citizens in this process from co-designing services and products with them to regular carrying out user-testing.

This role will ensure a consistent user-centred approach so that the products and services it delivers are accessible to and reflective of are reflective of Camden’s diverse community.

**About you**

* Experience of user-centred service design and how this informs the customer journey, using this to deliver high profile service improvements which meet customer need.
* Experience of user research and analysing data (both quantitative and qualitative) to make better informed, evidence-based decisions.
* Experience of engaging with citizens ensuring the voice of the customer is paramount in any service improvement initiatives.
* Experience of reviewing business processes, designing new processes and implementing successful change.
* Experience of managing successful projects.
* Excellent communication skills both (verbal and written).
* Excellent stakeholder management skills, the ability to influence and negotiate is essential.
* An understanding of agile methodologies, particularly that of the role of Product Owner.

**Work Environment:**

The role is office and home-based

**People Management Responsibilities:**

None

**Relationships:**

* Liaise with various stakeholders within the Council at all levels.
* Partnerships are both internal and external.
* Close liaison with Digital and Data Services to implement and deliver solutions
* Enabled to make decisions based on working with the above.

**Over to you**

We’re ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we’re supporting people, and we’ll redefine what a career can be. If that sounds good to you, we’d love to talk

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](http://camdocs.camden.gov.uk/HPRMWebDrawer/Record/8081811/file/document?inline).

**Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page2) for more information on our commitment.

**Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn’t.

At Camden we are proud to be one of Hire Me My Way’s inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,