

# Whakaaturanga Mahi – Job description

Job details	
<b>Job title:</b>	Customer Experience Manager
<b>Reports to:</b>	Experience Delivery Manager
<b>Direct reports:</b>	10.73 FTE
<b>Role:</b>	1.0 FTE
<b>Key relationships:</b>	
<i>Internal:</i>	<ul style="list-style-type: none"> <li>Contact Centre team</li> <li>EASIE Living team</li> <li>Equipment team</li> <li>Professional Services team</li> <li>Housing team</li> <li>Procurement team</li> <li>Branch Manager and warehouse teams</li> <li>Other functions within the organisation</li> </ul>
<i>External:</i>	<ul style="list-style-type: none"> <li>Customers and their whānau</li> <li>Assessors</li> <li>Staff and representatives from other agencies and services</li> <li>Enable New Zealand service partners including: suppliers, contractors, consultants, sub-contractors</li> </ul>
<b>Location:</b>	Palmerston North

## Ko wai mātou – Who we are

Enable New Zealand is the leading supplier of disability equipment, information, advice and modification services in Aotearoa.

Our mission is to support disabled people and their whānau to live everyday lives in their communities. We do this by effectively managing access to equipment and modifications for those living with disability, and their whānau on behalf of Disability Support Services (DSS) | Ministry of Social Development (**MSD**) and the Accident Compensation Corporation (**ACC**).

## He aha ngā painga ki a mātou – What matters to us most

At Enable New Zealand (**Enable**), we care about making a difference to disabled people and working together as a team.

## He aha te mahi – Role purpose

This position supports the Experience & Engagement Manager by leading the operational delivery, continuous improvement, and day-to-day leadership of Enable New Zealand’s customer-facing services—specifically the EASIE Living Centre and the Contact Centre. The role ensures these services

consistently provide a high-quality, accessible, and positive experience for all customers, stakeholders, and partners.

A core component of this role is the operational oversight and ongoing development of Enable New Zealand’s Voice of the Customer (VoC) approach. This includes gathering and analysing customer insights, identifying trends, and supporting the organisation to embed these insights into service improvements and decision-making.

The role also contributes to the delivery of Enable New Zealand’s brand and marketing activity, ensuring cohesive messaging, effective implementation of marketing plans, and engagement with diverse audiences.

This position plays a key leadership role within the portfolio, ensuring operational alignment to the strategic direction set by the Experience Delivery Manager.

## Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
<b>Operational Leadership and Delivery</b>	<ul style="list-style-type: none"> <li>Lead the daily operations of the Contact Centre and EASIE Living Centre, ensuring high levels of customer service, accessibility, and operational effectiveness.</li> <li>Support the Experience Delivery Manager to translate strategic direction into clear workplans, performance targets, and operational initiatives.</li> <li>Ensure workforce planning, rostering, quality assurance, and training processes enable reliable, consistent, high-quality service.</li> <li>Monitor and report on operational performance, risks, and improvement opportunities.</li> <li>Manage customer lifecycle including equipment recalls.</li> </ul>
<b>Customer Experience and Voice of the Customer</b>	<ul style="list-style-type: none"> <li>Manage the operational delivery of the VoC programme, ensuring regular collection, analysis, and reporting of customer insights.</li> <li>Identify themes, root causes, and opportunities for improvement, and work with internal partners to progress actions.</li> <li>Support the embedding of customer insights into service design, process improvement, and organisational decision-making.</li> <li>Maintain a closed-loop feedback process, ensuring customers are informed about improvements resulting from their feedback.</li> </ul>
<b>Brand, Marketing &amp; Engagement Support</b>	<ul style="list-style-type: none"> <li>Support the execution of brand and marketing plans.</li> <li>Coordinate content, campaigns, and promotional activities aligned with organisational priorities, ensuring consistency with brand guidelines.</li> </ul>

***Supporting disabled people and their whānau to live everyday lives in their communities***

Key objectives	Responsibilities
	<ul style="list-style-type: none"> <li>Lead the production of high-quality communications and promotional materials for digital, social, and print channels.</li> <li>Monitor campaign performance and audience engagement; provide insights and recommendations for improvement.</li> <li>Present key concepts and metrics to senior stakeholders and funders.</li> </ul>
<b>Service Improvement &amp; Customer Journeys</b>	<ul style="list-style-type: none"> <li>Support human-centred service design practices to enhance customer journeys across multiple channels.</li> <li>Work collaboratively with functions across the organisation to improve accessibility, efficiency, and clarity of information.</li> <li>Maintain, refine, and support knowledge management systems to ensure accurate, up-to-date information for customers and staff.</li> </ul>
<b>People Leadership &amp; Culture</b>	<ul style="list-style-type: none"> <li>Lead, coach, and develop front-line leaders and staff across the EASIE Living Centre, Contact Centre, and marketing functions.</li> <li>Foster a culture of service excellence, inclusion, continuous improvement, and strong connection to organisational values.</li> </ul>
<b>Governance, Reporting and Relationships</b>	<ul style="list-style-type: none"> <li>Ensure all operations comply with organisational policies, privacy requirements, accessibility standards, and risk management processes.</li> <li>Prepare operational reports, dashboards, and insights for the Experience Delivery Manager and the Executive Leadership Team.</li> <li>Build and maintain positive relationships with customers, whānau, community partners, suppliers, and internal stakeholders.</li> </ul>
<b>Health, Safety and Wellbeing</b> <i>Applies knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation</i>	<ul style="list-style-type: none"> <li>Is familiar with all policies and procedures as they affect the work environment.</li> <li>Ensure that safe working procedures are practised, and no person is endangered through action or inaction.</li> <li>Is aware of and can identify hazards and take action, accordingly, including preventing or minimising the adverse effects of hazards.</li> <li>Ensure that all incidents, including near misses, are reported within the required timeframe using Enable New Zealand's incident reporting system. Actively participate in Enable New Zealand's health and safety programmes, through input into meetings and feedback through committee structures.</li> </ul>
<b>Te Tiriti o Waitangi – Treaty of Waitangi and Equity</b>	<ul style="list-style-type: none"> <li>Apply knowledge of Te Tiriti o Waitangi and its application in Health to all work practices. Attend appropriate Te Tiriti o Waitangi education sessions.</li> </ul>

## Ngā āheitanga matua – Key Competencies

**Supporting disabled people and their whānau to live everyday lives in their communities**

Competencies are the skills, knowledge, and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified. For the purposes of selection, essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these:

### Qualifications and Experience

#### **Essential**

- Experience leading customer-facing teams in a contact centre, retail, community, or service delivery environment.
- Demonstrated experience gathering, analysing, and presenting customer insights.
- Experience supporting marketing, engagement, or communications activities.
- Strong operational leadership skills with proven ability to manage people, performance, and workloads.
- Excellent communication, relationship management, and problem-solving skills.
- Familiarity navigating data, dashboards, and performance metrics.

#### **Desirable**

- Experience in the disability, health, or social services sectors.
- Knowledge of accessibility standards, inclusive customer experience principles, or human-centred design.
- Understanding of Te Tiriti o Waitangi and its application within a customer-facing context.
- Experience with brand governance, digital engagement, or campaign analytics.

### Skills and Attributes

- Ability to manage processes, systems, and people to deliver reliable customer experience.
- Ability to turn data and feedback into meaningful actions.
- Ability to collaborate effectively across multiple teams and stakeholder groups.
- Able to identify opportunities and supports change implementation.
- Strong leadership skills and support capability growth.
- Respectful, professional communication skills

### Physical Attributes

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Enable New Zealand Limited will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from the appropriate people leader.