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| **Job Title** | Customer Engagement & Business Support Executive |
| **Business Unit** | RHG |
| **Department.** | Operations |
| **Location** | Manchester or Leeds |
| **Reports to (direct)** | Customer Engagement & Business Support Team Leader |

###### MAIN PURPOSE OF JOB

The Client Engagement Executive is the single point of contact throughout the customer journey, ensuring every interaction reflects RHG’s values and delivers a seamless, high-quality experience. This role goes beyond service administration — it is about being the voice of the customer inside RHG, proactively understanding their needs, solving problems before they escalate, and maximising opportunities to add value. By combining attentive customer care with operational awareness, the role ensures RHG’s reputation as a customer-obsessed, trusted partner is consistently reinforced.

###### KEY TASKS

**Customer Journey Ownership**

* Act as the central point of contact for assigned customers, owning the service experience from initial engagement through to delivery and aftercare.
* Ensure communication is clear, consistent, and proactive, keeping customers informed and reassured at all times.
* Anticipate customer needs and issues, resolving challenges quickly and effectively before they impact service.
* Build trusted, long-term relationships by consistently delivering on promises.

**Service Excellence & Responsiveness**

* Uphold RHG’s reputation for “white glove” service by ensuring accuracy, care, and professionalism in every customer interaction.
* Escalate and resolve issues promptly, ensuring customers experience swift and effective problem-solving.
* Monitor service delivery against agreed standards and KPIs, ensuring customer expectations are not just met but exceeded.
* Capture customer feedback to help RHG continually refine and improve its service offer.

**Operational Liaison & Administration**

* Coordinate with Operations, Projects, and Sales teams to ensure seamless handover and alignment on customer requirements.
* Process all customer-related administration with accuracy and timeliness, ensuring compliance with company and legal standards.
* Maintain up-to-date and accurate records of customer interactions, documentation, and reporting.
* Support operational colleagues by ensuring the “customer voice” is always represented in planning and decision-making.

**Continuous Improvement & Collaboration**

* Share customer insights and pain points with colleagues to improve service processes and remove friction.
* Actively contribute in team meetings, ensuring follow-up actions are carried through and visible to customers where relevant.
* Suggest and support initiatives that simplify the customer journey, enhance transparency, or improve responsiveness.
* Champion RHG’s values — Customer First, Doing the Right Thing, Always Flexible — in every aspect of service delivery.

**SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED**

* Strong customer service experience with evidence of owning outcomes for clients.
* Excellent communication and interpersonal skills, able to build rapport and trust at all levels.
* Proven problem-solving skills with a proactive, empathetic approach.
* Organisational ability to manage multiple priorities while maintaining service standards.
* Flexible, adaptable, and resilient in a fast-paced environment.
* Strong IT literacy (Office 365, CRM/ERP systems).

**OTHER INFORMATION**

* XYZ-based role with occasional travel to client sites.
* Full-time role (minimum 37.5 hours per week) with flexibility to meet customer needs, which may include evenings or weekends.

**COMPLIANCE RESPONSIBILITIES**

* Adhere to all Company Policies and Procedures contained in the Codes of Conduct, Information Security, Environmental, Health & Safety, and Quality Management Systems.
* Report any Health & Safety, Quality, Information Security, Environmental, or Business Continuity incidents to your line manager.

**DECISION MAKING AUTHORITY AND CONTROL**

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| 1. Inline with Decision Authority Matrix   **APPROVALS:**  **Line Manager**  Name: ………………………………………………...  Signature:……………………………………  Date:…………………………………………… | **Post Holder**  Name: ……………………………..………………………..  Signature:…………………………………………  Date:……………………………………………… |

**NOTE: Please ensure that sections in red font are completed or deleted as applicable. Further guidance or advice can be obtained from your local People Team.**

**The company reserve the right to amend or update this job description as the demands of the business develop. A copy of the signed job description should be returned to the People Services Team via the Helpdesk by raising a query using the following link** [**https://peopleservices.restoreplc.com/support/tickets/new**](https://peopleservices.restoreplc.com/support/tickets/new) **.**