

Director of Customer Experience
Circa £60,000 package (doe) plus Local Government Pension Scheme
Permanent opportunity

The Culture Trust, Luton are an arts and cultural charity connecting communities through exemplary cultural activity and facilities such as the Stockwood Discovery Centre, Wardown House, Museum and Gallery, the Hat Factory Arts Centre and the Hat District.

We are seeking to recruit a Director of Customer Experience; this is a pivotal appointment where you will be a key member of their senior leadership team.

The purpose of this role is to deliver customer satisfaction, increase use, ensure exemplary operations and lead customer, commercial and marketing services that will increase sales and donations. Develop strategies to promote, monitor and continually improve performance where you will inspire, lead engage and train the team of staff and volunteers to collectively deliver the best quality venues, digital and customer services.

With a key focus on the customer journey you will direct the teams that oversee the day-to-day operations, ensuring that every detail is considered in preparing and presenting fit for purpose operations. You will have three direct reports - Head of Operations, Head of Commercial and Marketing & Communications Co-ordinator. You will inspire and lead customer facing and facilities teams to develop and deliver high quality customer-focussed sites and services, ensure expectations are clearly outlined to drive forward and manage performance.

The successful candidate will be educated to degree level or equivalent, be able to lead a commercial and sales orientated business and have a track record in effectively managing large budgets and revenue incomes. Demonstrable experience of marketing and communications and developing exemplary customer experience that boost visitors, customer satisfaction and repeat use. Able to lead the brand values of an organisation, ensuring consistency in clear messaging to diverse audiences and inspiring engagement through marketing and communications.

It is essential that you have extensive leadership skills and the gravitas, drive, ambition and passion to deliver great results. Above all you will have a strong degree of commercial acumen, with the ability to liaise with key stakeholders and drive forward and manage performance which will lead to increased sales, participation, cultural impacts and strategic business growth.

This is an exciting time to join The Culture Trust, and if you feel you have the knowledge, drive and the passion to help them to achieve their ambitious plans for the future, then the Trust can offer you a role that is hugely satisfying and brings great benefits in an inspiring and supportive working environment.

In return The Culture Trust are offering a competitive salary, car allowance, generous Pension Scheme, (Local Government) 26 days holiday plus bank holidays, discounted rail season ticket and career progression. For candidates who would consider commuting for this opportunity the role is based in central Luton, which is only a few minutes walk from Luton railway station.

This is a fantastic opportunity for an experienced inspirational leader to progress their career within a forward thinking organisation.

For more information about the role and organisation please contact Hays recruitment on **M: 07595968599** or email [**kateg@live.co.uk**](mailto:kateg@live.co.uk)

All candidates will be required to submit an up-to-date CV with a covering letter setting out their suitability for the role and how they meet the essential criteria outlined in the Job Description.

Application process:

Closing date for all applications will be on: Sunday 31st July

The Culture Trust is an equal opportunities employer. They encourage and welcome applications, regardless of race, colour, nationality, ethnic or national origins, sex, disability, sexual orientation, gender reassignment, marital or civil partner status, pregnancy or maternity, age or religion or belief.

Please note:

All candidates will be subject to a DBS security clearance check.

All third party and direct applications will be sent directly to Kate Geoghegan at Hays Marketing & Communications to be screened as part of the recruitment process.