

Customer Co-Creation Team Role

The Customer Voice Strategy was launched in January 2021 to give confidence to customers that we are serious about listening and acting on what they say.

The Customer Co-creation team is integral to the 'create a brilliant customer experience' objective within the strategy.

Our vision is that:

'The Customer Voice is heard, respected, valued and acted on throughout One Manchester and is core to who we are as an organisation and how we deliver services to our customers.'

About the role

The Customer Co-creation team will play a vital role in new ways of providing a service to customers. The team will:

- will create improved solutions alongside customers and One Manchester where knowledge, experience and resources are brought together.
- Support our business change work where we will keep customers in the forefront of decisions.
- Ensure customers are heard in the development of new technologies and methods of communication.

The group will be an inclusive mix of One Manchester customers with a range of skills and knowledge.

The role is voluntary; however, your expenses will be covered.

Why should you get involved?

Our end goal is to deliver a brilliant customer experience every single time, and whilst we have some ideas of our own, we'd love to shape our future together with you.

Through your work within the Customer Co-creation team, you will build on your skills whilst learning how One Manchester operates. You will be given the training and guidance needed to support you within the role and your contribution will be recognised.

What you will be asked to do

- Create, test, and implement ideas to improve the customer experience at One Manchester
- Explore and research future solutions to real world problems and provide insight into how to progress ideas

Skills and experience

For this role, we'd love to hear from you if you:

- have an interest in technology and digital platforms
- are enthusiastic and creative
- can provide feedback and ideas

Who can apply?

If you are a One Manchester customer keen to help shape our future and provide a customer perspective, then we want to hear from you.

Our Customer Co-creation team will represent our customer base and we welcome applications from all backgrounds.

How to apply

In the first instance please contact us for an informal chat to discuss the requirements of the role. This will be followed by a selection process to ensure we have a diverse group of customers with the experience required for the role.

Please email customervoice@onemanchester.co.uk or call/text Wendy on 07848 024721.