



Job Title:	Department:	Reporting To:
Customer Voice Lead	Customer Experience	Head of Customer Voice

Please note: this job description outlines key responsibilities and duties but is not exhaustive. Additional tasks may be assigned as needed to support Magenta Living’s goals and objectives.

How your role will contribute to **Magenta Living’s Purpose, Vision & Values:**

<p><b>Our Purpose:</b></p> <p>Empowering people is our purpose.</p>	<ul style="list-style-type: none"><li>▪ Support the Head of Customer Voice in the delivery of the Customer Voice strategy.</li><li>▪ Lead the development and running of our customer involvement and research framework.</li><li>▪ Empower our customers by creating accessible and meaningful opportunities for them to get involved, scrutinise and shape our services.</li><li>▪ Regularly assess the effectiveness of customer involvement programmes and adapt strategies to ensure maximum engagement and impact.</li><li>▪ Partner with business areas to drive continuous improvement of our customer experience.</li><li>▪ Oversee the collection and analysis of customer feedback through diverse methods including surveys, focus groups, and other qualitative and quantitative techniques.</li><li>▪ Bring customer insights to the forefront of business decisions by synthesising customer feedback into actionable reports that measure customer satisfaction and loyalty.</li><li>▪ Lead and coordinate end-to-end customer research projects.</li><li>▪ Continuously monitor trends and emerging customer needs. Lead initiatives to address these trends and enhance the overall customer experience.</li></ul>
<p><b>Our Vision:</b></p> <p>We believe in opening doors to homes full of love, communities full of life and a world full of possibilities.</p>	
<p><b>Our Values:</b></p> <p><i>‘Do the Right Thing’.</i></p> <p>This is the thread that weaves our actions, decision-making, and connections.</p>	

At **Magenta Living**, our **Purpose, Vision & Values** aren’t just words that sit on a page. They serve as a constant reminder of **why we do what we do**.  
*Let’s all #BeMoreMagenta.*



## What you will bring to us:

### Essential Skills & Experience

- Excellent analytical and problem-solving skills.
- Strong communication and interpersonal skills.
- Experience in customer engagement and feedback management.
- Leadership and team management skills.
- Ability to work cross-functionally and build relationships with stakeholders.

### Education & Qualifications

- Strong understanding of VoC methodologies and best practices.
- Experience in customer service, market research, UX research, or data analysis is highly valued.

**This role is not subject to a mandatory DBS check.**

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