

# CAREERS AT CERTSURE

<b>Job Title:</b>	Head of Digital Experience
<b>Location:</b>	Certsure operate hybrid working to support a positive work-life balance, which means we're flexible as to where you're located.  In this role, you'll be mainly working remotely with occasional working from our Head Office in Bedfordshire as and when required. You'll be provided with the necessary IT equipment to support remote working.
<b>Salary:</b>	Competitive salary plus excellent benefits
<b>Hours:</b>	Full time – 35 hours per week
<b>Contract:</b>	Permanent
<b>Vacancy Number:</b>	022/065
<b>Closing Date:</b>	18 November 2022

## About the role...

We have an exciting opportunity for a Head of Digital Experience to join our Marketing team at Certsure.

In this role, you'll be mainly working remotely with occasional working from our Head Office in Bedfordshire as and when required. You'll be provided with the necessary IT equipment to support remote working.

The main purpose of the role is to lead the vision and strategic development of Certsure and NICEIC's digital customer experience. This new role will drive the online customer experience strategy and design, develop products that realise our ambition, and ensure the effective delivery of our digital presence. As guardian of our external web presence this person will promote and protect our brand, and supported by data analytics and insight, will be the ultimate voice for our customers.

## About the company...

Certsure offers industry-leading certification services, Building Regulations schemes, products and support to the construction industry.

We are dedicated to providing professional services and certification to a wide range of customers across the building services sector. Our products and services are delivered through the marketing-leading brand NICEIC.



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Quality is the foundation of everything we do and as a result, many of our products are Government-recognised and United Kingdom Accreditation Service (UKAS) approved. From the technically excellent assessors to service advisors who really “get” our customers – we are always on the lookout for talented people to join our team.

## What you'll be doing...

### Leading the digital customer experience design and product ownership function you will:

- Deliver a step change in the online digital experience of customers and stakeholders of Certsure and NICEIC, maintaining the customer and channel application roadmap, prioritising development through data analysis and stakeholder engagement.
- Support the design and delivery of the full end to end customer lifecycle working as part of the wider team of leaders across the business to deliver our digital first strategy promoting best-practice processes and minimising complexity.
- Deliver new digital products and enhancements to existing products to achieve improvements in online and offline customer journeys, driving a step change in the technology and data that underpins the experience.
- Digital optimisation - Leading a programme of website optimisation initiatives to optimise site performance based on performance analysis, AB tests and latest competitor and industry developments.

## What we're looking for...

- Strategic development and planning with strong strategic and big picture thinking.
- Outstanding leadership and change experience, with demonstrable leadership skills and prior experience within a complex, multi-vendor and leading-edge environment.
- Strong understanding of all aspects of content deployment.
- Specialist skills in cross channel content and experience delivery.
- Understanding of data quality and data capture.
- Experience and evidence of planning, developing, managing and delivering large scale digital programmes.
- Experience of working extensively with Salesforce and Kentico.
- Strong project management background, with prior ground up construction of customer facing applications.
- Experience using the Agile software development methodologies and tools similar to Jira or Azure Dev Ops.
- Broad experience with cloud-based architecture and applications that support a persona-based approach to content presentation.

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- Ability to inspire and engage people, maximising their enthusiasm, commitment and ability to deliver business performance.

## What we offer you...

- 25 days annual leave (pro rata for part time)
- Up to 3 flexi-days each year (pro rata for part time)
- Special domestic leave of up to 5 days each year (pro rata for part time)
- Learning and development opportunities
- Pension scheme
- Life Assurance
- Private healthcare
- Employee Discount platform
- Loyalty days
- Loyalty awards
- Employee Recognition
- Refer-a-friend scheme
- Free eye tests
- Bike loan scheme

## Find out more about us...

Websites: [www.certsure.com](http://www.certsure.com) or [www.niceic.com](http://www.niceic.com)

Twitter: @officialNICEIC

LinkedIn: <https://www.linkedin.com/company/niceic>



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Facebook: <https://www.facebook.com/NICEIC/>

Instagram: <https://www.instagram.com/officialniceic>

## How to apply...

If you think this is the job for you, then we'd be delighted to hear from you!

Please send your CV and a covering letter to [vacancies@certsure.com](mailto:vacancies@certsure.com).

We're unable to respond to all applicants due to the high volumes of CVs we receive. Therefore, if you don't hear from us, unfortunately this means you've been unsuccessful on this occasion.