



Let's get ahead together



We're looking for a Head of Customer Centricity

(ALL GENDERS)

Are you creative and enterprising? Are you looking for the freedom you need to flourish as a manager? Then join us! At Barclays you can achieve far more than you might imagine at a bank. And that's because we're not your typical bank. We look for people who are not only full of energy but who also dare to take on new challenges.

You can have a real impact at Barclays and help shape the company's future. Not only do you have the opportunity to develop your own skills, but you can also help your team progress and drive the company forward. So, set your career free. Start your new and exciting journey at Barclays.

Your role

The Chief Operating Office is the engine of Barclaycard Germany and is responsible for running, maintaining and transforming all customer processes and interactions as well as the underlying technology platforms. We aim to provide world-class customer service that enables growth in a digital world. Transforming our operating model to simplify processes and reduce complexity for customers, partners and colleagues is key to our success. As the new Digital Customer Service Transformation Lead you will help us design and drive this transformation.

What will you be doing

- Take ownership of any Customer Journey and design great customer experience both in the digital and the non-digital world
- Provide leadership, guidance and direction to team members on areas from personal development to process improvement and change delivery
- Work closely with our partners in the commercial and risk teams, to ensure we deliver a coherent and consistent E2E customer experience
- Represent COO in strategic change programs (either across BC Germany or globally)
- Are responsible for solution design for the Operation in all strategic change projects
- Shape the COO transformation roadmap and act as interface to Change & Technology for SI planning; defines appropriate business cases
- Develop deep customer insight that enables us to develop customer centric digital service propositions
- Construct the case for change by using analytical and data-driven approaches to business and organizational issue analysis
- Encourage groups and individuals to work collaboratively by focusing on the common purpose of the team

What we're looking for

- Extensive experience at designing and delivering digital customer service propositions and transformation programs
- Line/team management experience in particular creating high performing teams
- Solid experience in leading digital service transformation
- Proven track record in operations & technology management, preferably internationally
- Passion for delivering superior customer service
- Knowledge about IT trends that shape our and other industries and ability to leverage them to drive business value
- Good with numbers and with people and be able to develop a clear vision & direction
- Experience in banking products and regulation is a plus, at minimum, you need to be able and willing to become an expert in this field quickly
- Hands-on and proactive attitude
- Ability to influence senior stakeholders, even in a very large & complex organization.
- English fluently, German skills are plus

What Barclays is all about

People are at the heart of everything we do at Barclays — both our customers and our employees. Giving people the opportunity to realise their full potential is incredibly important to us. Each and every one of our employees helps shape and enrich our unique corporate culture. A creative and diverse team is precisely what makes our mission possible, which is to reinvent payments and finance and give people the freedom to live how they want. More than 1.5 million customers are already benefiting from our renowned credit cards, instalment loans and even our brand-new financing offer in partnership with Amazon. It's no surprise then that we're one of Germany's leading online banks with more than 700 colleagues in Hamburg.

What you can expect at Barclays:

- A competitive base salary
- A flexible budget to use at your discretion (including an HVV ProfiTicket for public transport, payments to employee savings schemes and other solutions)
- Significant employer contributions into a company pension scheme
- Company sports and fitness activities at special rates
- Bonuses on special occasions
- Up to 8 free tickets per season for the Barclays Arena
- 30 days leave (for a 5-day week)
- 2 work days available for community involvement, charity work or social outreach

Apply now

We're looking for colleagues who are bursting with new ideas and are also full of energy to put them into practice. If you're interested in joining our dynamic team and helping Barclays develop, we would love to meet you. Please send your application to karriereaussichten@barclays.de, complete with all required documentation (CV, certificates & references). Please also indicate your expected salary, earliest possible start date and include the following reference number: 097/2021