

**Customer Experience Executive**

**Ella’s Background**

Ella’s Kitchen was set up by Paul Lindley to promote healthy eating amongst babies and young children. We’re a highly entrepreneurial and values driven company which has achieved impressive growth to over £80m turnover, with a team of 80 employees based at Ella’s Barn near Henley. Our baby and toddler food pouches can be found in key retailers across the UK as well as the Scandinavian and BeNeLux markets. We are a brand recognised for its high quality ingredients and ethical credentials which are visible throughout our supply chain and in our social and charity work. Ella’s is part of the Hain Celestial group and we are very proud to be an accredited B’Corps and included in the Sunday Times Best Companies top 100 list 5 years in a row!

Already having achieved rapid growth to date, Ella’s is about to embark on an exciting new phase of development, to bring out more ranges of products and reach a wider international audience. With an ambitious growth target, we are looking for a talented person to join the team.

You will be joining a team of people who meet personal and business challenges with hard work and a smile. They not only see things as they are and ask why - but see things that never were and ask why not.

At Ella’s Kitchen, we are guided by our values; they set the tone of our culture and we look out for newbies who will be a natural fit to our values and complement and contribute to our business.

**Location:** Near Henley-on-Thames – you’ll be able to work flexibly between home and our lovely Barns (at least twice a week)

**Reports to:** Customer Experience Manager

**Contract**: Full Time, Monday to Friday, 9.00am to 5.00pm

**Purpose:**

Manage the day to day needs of Ella’s Kitchen Customer Experience and help deliver the Making Friends with Families strategy.

**Role activities / responsibilities:**

* Assist in answering/responding to all enquiries and complaints that are directed through to the Customer Experience team.
* Manage and respond to all Customer Experience contact via all social media channels.
* Engage with consumers and other businesses on social media proactively + reactively as required.
* Ensure all contacts are logged and updated on our database.
* On a rota basis support the team to manage all out of hours contacts during evenings and weekends from home.
* Work collaboratively within the Customer Experience team to ensure a seamless service.
* Liaise with the technical team on a day to day basis to ensure that Customer Experience can deliver an exceptional and informative service to our consumers.
* Work closely with our Friends (Comms) Team on consumer related communications.
* Send out monthly questionnaire to consumers who have been in touch and co-ordinate feedback.
* Liaise with other Ella’s teams to seek answers to queries when needed.
* Work towards set KPIs to ensure that we are consistently achieving high standards of service and engagement.
* Support the Customer Experience manager with reporting on customer care activity and the performance of the team.
* Working with the rest of the Customer Experience team to share knowledge and inspire our communication to the rest of the Ella’s family.
* Involvement in wider team projects as required

**You will need**:

* Experience in a customer facing role
* A real passion for Customer Experience and wanting to help our consumers
* Fantastic ability to communicate both written and verbal
* Ability to keep calm under pressure
* Good keyboard skills and be able to capture data accurately
* Excellent knowledge of and ability to navigate social media channels including Facebook, X, Tiktok and Instagram
* Excellent attention to detail and organisation skills
* Ability to prioritise workload
* Able to think creatively as well as differently
* Experience of building relationships
* Demonstrate the ability to live and breathe our values: Own It, Win Together, Foster Inclusion, Be Curious + Be Childlike.

**And what you’ll get in return:**

* Bucket loads of training and development, supporting your career pathway
* Competitive salary
* Discretionary bonus scheme
* A Box of Treats, including private medical, dental, pension, life assurance, 25 days holiday and the ability to buy more, high street discounts, amazing wellbeing events, Give It A Go days… to name but a few!
* A really awesome place to come to work… our beautiful Barns in the Oxfordshire countryside

**Want to apply?**

Please go to the Ella’s Kitchen ‘Jobs’ page at <http://www.ellaskitchen.co.uk/ellas-kitchen-jobs/> to complete our application form. You’ll be asked to upload your CV + a short note all about why Ella’s Kitchen, and this role, is the perfect next step for you. We will be reviewing applications as we receive them so we recommend submitting your application as soon as possible! Good luck!