

CASE STUDY

Customer Experience Account Management

Jen
Senior Department Manager



Jen's journey

Jen joined the business in 2007 as a Customer Service Account Manager, and soon moved to the growing Resellers team. When the company expanded its portfolio to include VoIP (Voice over Internet Protocol) solutions in 2009, her interest in new technology led her to the Order Hub department.

Demonstrating this aptitude for cutting-edge telecoms, nine months later Jen was asked to move back into Account Management, this time as Team Leader. This was where she found her real passion: leading and developing the people around her. From there, she progressed through leadership roles to the Senior Department Manager position she has today, with responsibility for the entire Indirect Customer Team.

Jen had always been an advocate for positive mental health in her personal life, which alongside her obvious interpersonal skills, in 2022, made her the ideal choice for SCG's Mental Health Champion. As part of a wider CSR and ESG programme, Jen is responsible for implementing mental health strategy across the Group, and has been instrumental in initiatives such as SCG signing the MIND Mental Health Commitment and expanding the Mental Health Community.

Jen in her own words

"I've always enjoyed telecoms because it moves so fast; you can't get bored. Since I've been here, we've expanded our product offering from WLR (Wholesale Line Rental) to Mobiles and Cloud telephony. I've also seen the business evolve from Ecocall to 2 Circles, and then SCG Together, but I'm still surrounded by many of my original colleagues.

Becoming Team Leader was a real change, but having that team around me with the opportunity to inspire and help them, is what really drives me. That altered my path completely and became the thing I wanted to do.

On top of that, knowing I have the chance to make a difference with mental health across the business is hugely important on a personal level, and something I doubt I would get somewhere else. It's so rare to be asked 'What are you passionate about, and how can we help you bring that to the Group?', and then receive the support and encouragement to see that through. It gives me a lot of pride to be involved with looking after people's mental health, especially when you start to see the stigma break down and hear how conversations are changing."

Jen's standout moment

"Being chosen for the Employee of the Year award twice was a tremendous honour. I work with such an inspiring, empowering group of people, and would happily vote for any one of them; to have them consider their choices and then vote for me is extremely humbling. It was equally special to be there when one of my team won the award themselves. Knowing that they came into the business with no telecoms experience, to see them grow in that role and be recognised for such an achievement was incredible.

Playing a part in the inception of an entirely new Customer Experience Account Management Team is also something I'm very proud of. We hit the ground running with five new starters, creating a new department from scratch and running it for three years. It wasn't easy, but it was an initiative which was lauded as being very successful."

Jen's view

"I've always felt like I worked for a company that cared, not just when we were smaller, but even now at our current size. You always experience personal challenges, things that effect your capability to work, but I've always felt supported by the leadership, from Directors and CEOs, who are willing to help from a personal perspective as well as a professional one.

We joke that we've read the book on management practices, but we really have, and then adopted them company-wide; books like Black Box Thinking, One Minute Manager, and the Seven Habits of Highly Effective People. We help people grow, to get the best out of themselves, and have pride in the work they do, rather than just hitting the minimum bar for management responsibilities. That's what sets us apart, caring about our customers, our staff, each other. It's a great thing to be a part of, to see that passion, and to see new people coming in and wanting to be a part of it too.

It sounds cliched, but I do say that working at SCG changed my life. It's given me the opportunity to further my career, to both discover and pursue my passions, and to forge long-lasting friendships with colleagues, many of whom I've known since I joined and who are still here today."