Cheshire East Council
Customer Experience structure chart

```
                        Head of Customer Experience
                                    |
                         Customer Service Manager
        ┌──────────────┬────────────┴──────────────────────────────┐
 Operations Manager   Training Manager   Operations Manager   Continuous Improvement
                                                                    Manager
   ┌──────┬──────┐                     ┌──────────┐         ┌──────────┬──────────┐
Customer   Senior   Resource      Customer      Senior   Customer       Complaints
Service   Customer  Planner       Service      Customer  Experience     Manager
Team      Advisor x 2 MBMD4057    Team         Advisor x3 Officer x 2    MBMD4084
Leader x 2                        Leader x 3              MBMD4085
MBMD4052
   |                                  |
Customer                          Customer
Service                           Service
Advisors                          Advisors
MBMD4008                          21FTE
```

- Head of Customer Experience
  - Customer Service Manager
    - Operations Manager
      - Customer Service Team Leader x 2 — MBMD4052
        - Customer Service Advisors — MBMD4008
      - Senior Customer Advisor x 2
      - Resource Planner — MBMD4057
    - Training Manager
    - Operations Manager
      - Customer Service Team Leader x 3
        - Customer Service Advisors — 21FTE
      - Senior Customer Advisor x3
    - Continuous Improvement Manager
      - Customer Experience Officer x 2 — MBMD4085
      - Complaints Manager — MBMD4084
        - Complaints Officer x 2 — MBMD4082
        - Formal Correspondence Officer — MBMD4080
        - Complaints Assistant — MBMD4083