



Job Title:	Head of Customer Experience
Location:	Concorde Way, Mansfield
Full Time/Part Time:	Full Time
Salary:	TBC
Date of Release:	Friday, 15 May 2026

**Company Overview:**

Established in 2015, the IDSL Group of companies has fast expanded to include three significant brands and currently enjoys a turnover of over £55m per annum.

**One Group: Four Brands: Endless Possibilities**

 <p><b>Integrated Doorset Solutions Ltd (IDSL)</b></p>	 <p><b>Fire Door Inspection Solutions Ltd (FDISUK)</b></p>	 <p><b>Hartland Fire Holdings Ltd (HFHL)</b></p>	 <p><b>Fire Doors Rite Ltd (FDR)</b></p>
<p>A leading manufacturer of performance doorsets, glazed screens and architectural ironmongery, producing high-quality frames, architrave and joinery. Integrated Doorsets blends craftsmanship with advanced manufacturing to deliver reliable, compliant products.</p>	<p>A service-focused specialist delivering fire-door inspections, maintenance, repairs, and replacements, ensuring ongoing compliance, safety, and trusted lifecycle performance across diverse sectors.</p>	<p>A specialist provider of fire-door inspections, maintenance, and compliance services for defence and public-sector environments, delivering assured safety, certified performance, and dependable long-term asset protection.</p>	<p>A specialist provider of fire-door inspections, maintenance, repairs and certified installations, supporting defence and commercial estates with rigorous compliance, trusted processes and fully traceable fire-safety assurance.</p>

The IDSL Group brings together specialist manufacturing and compliance businesses, Integrated Doorsets, FDISUK, Hartland Fire, and Fire Doors Rite, to deliver complete fire-door and passive-fire protection solutions. Through sustained investment, the Group operates three state-of-the-art manufacturing plants in the East Midlands, providing over 135,000 sq. ft of modern production space. These facilities feature advanced CNC machining, precision through-feed cutting, robotic surface coating, and the latest post-forming technology, enabling high-quality manufacture at scale with capacity exceeding 1,000 doorsets per week.

Integrated Doorsets supports major national and regional contractors across the UK and beyond, while FDISUK, Hartland Fire, and Fire Doors Rite deliver industry-leading inspection, maintenance, repair, installation, and compliance services across healthcare, education, residential, defence, and wider public-sector environments. Together they provide end-to-end lifecycle assurance backed by extensive fire-test evidence and trusted compliance processes.

The Group continues to grow responsibly, including the installation of over 2,300 solar panels as part of its PAS 2060-aligned carbon-reduction plan. Unified as a single-source provider of doorsets, ironmongery, and compliance services, our mission is simple: to deliver ultimate reliability through a culture of excellence.

## Job Specification:

The Head of Customer Experience is responsible for defining and executing the company's customer communication strategy across all touchpoints. This role ensures that messaging is clear, consistent, timely, and aligned with brand voice and business objectives. You will lead a team that delivers high-impact communications that improve customer engagement, satisfaction, and retention.

### Key Responsibilities

#### Strategy & Leadership

- Develop and own the end-to-end customer communication strategy post order stage.
- Establish communication frameworks, tone of voice guidelines, and governance standards.
- Lead, mentor, and grow a high-performing team.

#### Customer Experience & Engagement

- Design and optimize multi-channel communication journeys (email, text, telephone and explore new methods).
- Ensure customer communication strategy is defined and relevant depending on the end sector of the client (new build vs R&M).
- Partner with Customer Experience, Operations scheduling, Product and Logistic teams to ensure seamless and personalized customer interactions.
- Use customer insights and data to refine messaging and improve engagement metrics.
- Ensure customers are updated regularly, in a proactive manner, about all relevant aspects of their order & it's status.
- Develop strong relationships with IDSL's customers developing a trusted partner relationship.

#### Content & Messaging

- Oversee creation of clear, concise, and customer centric content for communications.
- Ensure consistency of messaging across all channels and customer segments.
- Manage urgent and sensitive communications with professionalism and clarity.

#### Systems, Data & Performance

- Select and implement a system for logging customer requests and for tracking the timely resolution of such queries.
- Define KPIs for communication effectiveness (engagement, operations, program updates).
- Use data to assess high frequency customer queries to develop strategies to deal with these pain points at source.

#### Cross-Functional Collaboration

- Work across departments / business units to ensure customer queries are dealt with in a timely manner.
- Ensure all communications comply with relevant regulations and product standards.

## Knowledge, Skills and Experience

### Experience

- 5-10 years of experience in customer communications or related fields.
- Proven track record of building and scaling communication strategies in a customer-centric organization.
- Experience managing teams and leading cross-functional initiatives.
- Experience implementing a customer ticketing system would be beneficial.

### Skills

- Strong strategic thinking and execution capabilities.
- Excellent written and verbal communication skills.
- Ability to translate complex information into clear, user-friendly messaging.
- Data-driven mindset with a focus on continuous improvement.
- Strong systems experience.

## How to apply:

Email: [recruitment@integrateddoorsets.com](mailto:recruitment@integrateddoorsets.com) with a CV and optional Cover Letter

Closing Date: Friday, 29 May 2026

*Integrated Doorset Solutions Limited is an equal opportunities employer and discrimination on the grounds of colour, sex, religion, race, ethnic origin, or sexual orientation is strictly forbidden.*



*Join our team and become part of an inclusive workplace that values and supports everyone. As a proud member of the Disability Confident scheme, we are committed to creating opportunities for talented individuals with disabilities. We strive to remove barriers and ensure all employees can achieve their full potential. Embrace this chance to contribute to a diverse and dynamic team that is dedicated to promoting equality and accessibility in the workplace.*