

**Customer Support Officer, Brain in Hand Ltd**

**Based at: The Innovation Centre, University of Exeter**

**Full time with salary range: £18k to £21k pa**

**Reporting to: Programme Director or Senior Programme Manager**

**About us**

We are a young, fast growing company who have developed innovative technology to support people to live more independent and fulfilling lives. Our main focus to date has been on people with Autism and Asperger's syndrome, but we are increasingly applying this to other areas such as acquired brain injury or broader mental health conditions

We have clients all over the country and the list is growing quickly. We work with Local Authorities, the NHS, Universities, private and third sector providers as well as individuals who use Brain in Hand by themselves. Brain in Hand is helping them improve outcomes for users and of course, helping users be the best that they can be.

**The role**

Reporting to the Programme Director or Senior Programme Manager we are looking to appoint a Customer Support Officer to join our diverse and dedicated team.

We have more than 1,600 Brain in Hand licences in issue and it is the job of the programme team to make sure that the people using those licences get the best possible experience. The Customer Support Officer will play a crucial role in the programme team, being the primary point of contact for Brain in Hand users and providing a personal touch to help support them get the best out of Brain in Hand. You will be in regular contact with existing users by phone, email, text or social media to offer help and support.

The majority of this contact will involve speaking with users about the problems they are facing, how the system can help and, therefore, what Brain in Hand might help them to achieve. There may also be some technical issues that need addressing but the ability to engage with users and understand how they might use the system to improve their lives is far more important than technical knowledge.

You will also be responsible for responding to enquiries from potential new individual users, helping them decide if Brain in Hand could help and, where appropriate, supporting them in buying the system and getting started using Brain in Hand.

To apply please send a tailored CV and a short (one page) covering note explaining why you think you are a good fit for the role to our Programme Director, Matthew Daniel at [mattdaniel@braininhand.co.uk](mailto:mattdaniel@braininhand.co.uk)

**Closing date: 10am on Monday 13<sup>th</sup> November 2017**

## **Person Specification**

Flexibility and the ability to work as part of a team is of the greatest importance. Being able to take the initiative and be responsible for your work, to plan and be able to identify priorities and see things through to completion is vital. Core to this role is the ability to appreciate how someone might use Brain in Hand and this includes a general understanding of some of the conditions we support. A background in psychology or an associated discipline would be particularly interesting to us, though not essential. An enthusiasm for using technology in your own life would also be an advantage in this role. Just as important as your experience is your attitude - you are positive, optimistic and empathetic with an ability to communicate with people from all walks of life.

### **Specific tasks include but are not limited to:**

- Respond to inbound enquiries from individuals, both new and existing customers
- Analyse user data and prepare reports to target specific end users who would most likely benefit from one to one engagement
- Pro-actively engage with end users to provide advice and encouragement to help them get the best out of Brain in Hand
- Provide the personal touch for end users to help ensure we are responding to their needs
- Ensure all customer engagement is recorded accurately on the CRM system
- Ensure excellent customer service and customer experience
- Attend meetings with programme team as required

### **Experience and skills**

- Experience of providing customer support services
- Experience of providing one to one support to individuals with autism or mental health needs - this does not require a professional qualification but good practical experience is highly desirable
- Excellent communication skills - written and verbal
- Good customer care skills
- An ability to work both independently and as part of a team
- Good organisational skills, accuracy and attention to detail
- An ability to work under pressure and to deadlines
- Proficiency with MS Office Suite, particularly MS Excel