

Higher Education Support Officer, Brain in Hand Ltd

Based at: The Innovation Centre, University of Exeter

Part time: 25 hours per week

Salary range: £7.50 to £8.00 per hour

Reporting to: Business Development 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

The Higher Education Support Officer's primary role is to provide administrative support to the Business Development and Programme Teams in their direct work with individual Brain in Hand student users and their supporters, higher education providers, needs assessors and assistive technology resellers supplying Brain in Hand.

To apply please send a CV and a short (one page) covering note explaining why you think you are a good fit for the role to admin@braininhand.co.uk for the attention of our Business Development Manager, Sarah Todd.

Closing date: 10am on Thursday 8th March 2018

Person Specification

- Patient and able to communicate at all levels (written and verbal)
- A team player
- Good phone manner and customer service skills
- Ability to manage and prioritise own time / workload and work to deadlines
- Ability to coordinate others
- IT literate (spreadsheets, data entry / collation, CRM systems) and competent with MS office
- Attention to detail / accuracy
- Flexibility to suit the needs of the business
- Experience of project support
- Some exposure to a Social Care / Health Care environment would be beneficial but not essential

Specific tasks include but are not limited to:

- Processing new orders
- Maintaining and updating client records
- Responding to enquiries / requests for information within set time frames
- Invoice generation, chasing payments and resolving queries
- Coordinating specialist training allocation and delivery
- Error checking data and resolving difficulties
- Collating information and undertaking simple data analysis
- Other tasks as necessary to support the business