# Customer Support Manager – Job Description

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<td>Service Delivery - Customer Support Team</td>
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<td><strong>Line Manager</strong></td>
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## Job Purpose

The Customer Support Manager’s primary role is to ensure that the Customer Support Team (CST) are supported to deliver on all Key Performance Indicators (KPIs) and high levels of user satisfaction; in order that the team contributes effectively to the overall company objectives.

The Customer Support Manager will:

- Line manage, coach and mentor the Customer Support Coordinators to effectively lead their teams
- Drive the delivery of high standards of Customer Support to our users throughout their Brain in Hand journey, ensuring needs are met through responsive and proactive communications.
- Ensure the smooth running of the customer support function and strive to realise all potential revenue.
- Maintain great day to day relationships with our internal departments and external purchasers.
- Use data provided to drive continuous improvement and resolve team barriers.
- Ensure the Head of Support is kept up to date on the team performance, changes to internal or external factors, and any barriers getting in the way of service excellence, along with ideas for improvement.
- Ensure team resources to meet KPIs through effectively resource planning
- Provide effective trouble shooting

## Working Hours

Full Time, 40 hours per week

## Key tasks within the role include but are not limited to:

- Managing the Customer Support Team (CST) to ensure smooth operational delivery across the users’ Journey from referral to renewal
- Take responsibility for Recruitment, Induction, ongoing training, mentoring and support of the Customer Support Team, to ensure a skilled, happy and motivated team.
- Focus on CST process, procedures and systems ensuring day to day operations are running smoothly; develop new and maintain current processes, policies and procedures.
- Regularly review current process / practice looking to continually improve and allow our team to deliver on key added value human steps.
- Lead or represent CST on projects both within team, department and cross-company to deliver best practice and change management in a collaborative and effective manner; whilst managing the projects to completion.
- Ensure great relationships with internal and external customers.
- Ensure the CST are meeting our internal and external SLAs and report on this and KPIs regularly to the Head of Customer Support.
- Completion of reports both internally and externally as required.
- Analyse and act upon data to resolve current issues and provide long term service improvements
- Completion of user referral / case reviews where risks are identified.
- Act as a point of contact for issues raise by users / customers or colleagues relating to Customer Support
- Ensure IG and GDPR compliance within the team
- Lead on action plans issued by our Quality Assurance Team.
- Deputise for Head of Customer Support as appropriate
- Other tasks as may be required.

### Essential Skills

- At least two years line management/leadership background with an ability to lead a diverse team in a remote setting.
- Team building, motivational and mentoring skills.
- Able to take the initiative, be responsible for your work, to plan, to identify priorities and see things through to completion.
- Outstanding communications skills (both verbal and written) with the ability to communicate effectively both internally and externally at all levels.
- Experience of using data to drive business improvements
- Proven experience of leading change management
- Ability to lead key projects
- Excellent team working skills and the ability to coordinate others
- Experience/knowledge of working within the General Data Protection Regulations (GDPR)
- Experience of working with a CRM system
- IT literacy and be competent with the use of Microsoft office
- Capacity to absorb new information quickly and accurately
- Ability to work in a fast paced and changing environment.

### Desirable Skills

- Qualifications or extensive experience in leadership/management, Lean thinking and/or continuous improvement
- The ability to understand, review and learn by data
- Confidence in report writing
- Knowledge or experience of working with neuro diverse communities
- A passion for improving peoples’ lives
- A passion for developing your team
- Some experience of working with assistive technology or an understanding of the potential that it has to change lives

### Additional Information

This is a customer-facing role, engaging with vulnerable service users and their personal information. Therefore, an Enhanced DBS check will be required prior to independent working.

This role is based in Exeter with hybrid working.