

Job Advert

Job title	Service Delivery Support Officer
Department	Service Delivery
Line Manager	Service Delivery Coordinator
Salary	Band A Starting salary from £18,187
Working Hours	Full time, 40 hours per week – maternity cover until November 2021.
Location	Head Office, Central Exeter In accordance with government guidance during the Covid pandemic, our team are currently working from home. The Service Delivery Support Officer would need to come into the office every day following Covid restrictions.
Closing Date	1 st March 2021 @ 9.00am
How to Apply	Please go to www.braininhand.co.uk/careers/ to download and complete the application form and upload to our recruitment portal following the url link to the job. Please contact recruitment@braininhand.co.uk should you have any queries or wish to discuss the vacancy before applying.
Company Profile	Our technology transforms the lives of people with conditions such as autism, mental health difficulties and learning disabilities, by enabling people to achieve their goals, be more confident and live more independently. We see a future that puts people in control of their own lives, accessing professional support only when they need it. We are a young, fast-growing technology company based in the centre of Exeter and are looking for an exceptional candidate to join our Business Services team to help us manage and improve our internal systems to provide first class support across the business.
Job Description	The Service Delivery Support Officer's primary role is to provide responsive administrative support to the business in relation to our individual Brain in Hand customers and their supporters. The role will focus in the large part on our students within Higher Education but will also support those in other social care settings.

<p>Key tasks within the role include (but are not limited to)</p>	<p>Administering the onboarding and delivery of services to all customers, and supporting the work of our Service Delivery Officers, including:</p> <ul style="list-style-type: none"> • Processing new quotes, referrals and orders, from receipt through to completion • Reviewing, maintaining and updating lists of user records to ensure data is correct and up-to-date • Supporting the administration of our service delivery including <ul style="list-style-type: none"> ○ the allocation and creation of licence subscriptions ○ the allocation and logging of Specialist Support delivery ○ processing timesheets and invoices ○ data entry tasks as necessary • Collating information and undertaking simple data analysis to produce activity reports • Error-checking data and resolving queries • Supporting the administrative work of Team Members who have ownership of key areas within the customer journey • This list is not exhaustive, and other tasks and projects will emerge to suit the needs of the team and the business.
<p>Essential Skills</p>	<p>There is no minimum level of education or qualification required for this role, but candidates must have:</p> <ul style="list-style-type: none"> • IT literacy (spreadsheets, data entry / collation, CRM systems) and be competent with MS office. • Attention to detail and accuracy. • Experience of working within General Data Protection Regulation (GDPR) requirements. • Good written communication skills. • Excellent team working skills and the ability to coordinate others. • The ability to use initiative to plan, manage and prioritise own time, work to strict deadlines and see things through to completion. • A passion for improving peoples' lives.
<p>Desirable Skills</p>	<ul style="list-style-type: none"> • Previous customer service, customer support or telesales experience • Previous experience in a data entry role • Patience and the ability to communicate and quickly build rapport with people, including those with anxiety or who might find communication difficult (both written and verbally). • Commercial awareness, with a customer-focussed outlook. • Professional or personal experience of communicating with people with mental health difficulties, autism, Specific Learning Difficulties, Learning Disabilities or brain injury. • Confidence working with mobile technology e.g. iOS and Android smartphones and tablet devices, downloading apps, internet and wifi connectivity on laptops / PCs / devices, cloud-based software, using Skype.

	<ul style="list-style-type: none"> • Some experience of working with assistive technology or an understanding of the potential that it has to change lives and to increase efficiency. • An understanding of the impact hidden impairments may have on learning, confidence and independence. • An understanding of support and funding available within health and social care, education or workplace would be an advantage, but not essential.
<p>Additional Information</p>	<p>This is a customer facing role, but you will be engaging with vulnerable service users and have access to their personal information. Therefore, a DBS check will be required.</p>