

Job title	Customer Support Officer
	<p>We are looking to recruit these posts:</p> <ul style="list-style-type: none"> • Our Administration Team • Our Engagement Team <p>Please review the job description for information about the roles and state on your application form which role you would be interested in.</p>
Division/Team	Service Delivery
Reporting to	Customer Support Coordinator
Salary	Band B starting at £19,500 per annum
Working hours	<p>Full time, 40 hours per week</p> <p>Flexible working and job share will be considered</p>
Location	<p>Head Office – Central Exeter</p> <p>There will be an opportunity to work from home for a proportion of your time once the COVID restrictions are lifted, but the successful applicant will be expected to be present in the office for their induction and for department meetings as required.</p>
Closing date	9am 04/01/2022 - Brain in Hand reserves the right to close advertisements early if we receive a high volume of suitable applications.
How to apply	<p>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.</p> <p>Please state on the application form which role you would prefer</p> <p>Please contact recruitment@braininhand.co.uk should you have any queries or wish to discuss the vacancy before applying.</p>
Company Profile	<p>Brain in Hand is a dynamic and rapidly growing technology company with a mission to transform the lives of people with autism, mental health difficulties and neurological conditions using cloud-based software, high quality in-person and remote specialist support.</p> <p>At Brain in Hand we are passionate about the power of technology to transform lives and services. Our Service Delivery team is responsible for ensuring that our customers have a first-class experience, from their initial enquiry about our services to being established Brain in hand users. The team deals with requests for information, orders and purchases, liaises with family members and support organisations and coordinates the set up and delivery of the ongoing specialist support for Brain in Hand users.</p>

	<p>Our users gain access to Brain in Hand via a range of funding streams including Education Health & Care Plans, Disabled Students' Allowance, Access to Work Grants and private purchase.</p> <p>You will be joining a highly skilled and motivated team who, whilst sharing a number of core accountabilities, each have specific areas of expertise and additional responsibilities.</p>
<p>Job Purpose</p>	<p>A Customer Support Officer's primary role is to ensure that our customers receive the same high standard of service throughout their Brain in Hand journey whether they self-refer, receive grant funding, or are provided with Brain in Hand support via an organisation (client) purchased project.</p> <p>Customer Support Officers provide proactive and responsive administrative and engagement support to the business in relation to our Brain in Hand customers and their supporters, whilst ensuring excellent customer service and effective communication.</p> <p>The role will focus in the large part on our students within Higher Education but will also support those in other sectors, such as: workplace support, Further Education, Mental Health and Social Care.</p>
<p>Key tasks within the role include but are not limited to:</p>	<p>Supporting the onboarding and delivery of services to all customers to meet or exceed KPI targets, including:</p> <ul style="list-style-type: none"> • Processing new enquiries, quotes, referrals, orders, and registrations, from receipt through to completion • Creating software accounts and licences to initiate the provision of services to new customers, and processing licence renewals and cancellations for existing customers • The administration of Specialist Support allocation and provision, and associated records (e.g. risk assessments / session records) • The accurate processing of timesheets and expenses from our contractors and delivery partners • The administration of Response Service allocation, provision, review, renewal and cancellation • Taking responsibility for caseloads and cohorts of customers at different stages of their journey to support their timely progression • Monitoring and reviewing Service Users within your caseload for eligibility, appropriateness, safeguarding and data security; ensuring risks are identified and escalated as appropriate • Providing support as necessary to members of our Engagement Team(s), Programme Management Team(s) and Business Development Team(s) working regionally to support our customers and clients. <p>Each Customer Support Officer must be able to work across the team, however, will focus one key aspect of the process day to day:</p> <p>Administration:</p> <ul style="list-style-type: none"> • Creating, progressing, maintaining and updating customer and client records (data entry) and resolving queries

	<ul style="list-style-type: none"> • Collating information and undertaking simple data analysis to prioritise work and produce activity reports • Error-checking, fixing data and resolving queries • Supporting the administrative work of Team Members who have ownership of key areas within the customer journey. <p>Engagement:</p> <ul style="list-style-type: none"> • Responding within set time frames to all enquiries and requests for information from potential customers or their supporters and clients across the business • Contacting service users, and their families and supporters, to facilitate the process of onboarding and delivery, particularly where there are barriers to engagement • Providing excellent customer service and effective communication, e.g. via email, SMS text, telephone and other methods as appropriate <p>Supporting the engagement work of Team Members who have ownership of key areas within the customer journey.</p> <p>This list is not exhaustive, and other tasks and projects will emerge to suit the needs of the team and the business.</p>
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<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"> • Administrative experience; e.g. working with Customer Record Management (CRM) systems, patient record databases or within a call centre / customer support environment • IT literacy (spreadsheets, data entry / collation) and be competent with MS office • Attention to detail and accuracy • Experience of working within General Data Protection Regulation (GDPR) requirements • An excellent phone manner and written communication skills (SMS text, email) • Excellent team working skills and the ability to support others • The ability to use initiative to plan, manage and prioritise own time, work to strict deadlines and see things through to completion • Honest / trustworthy and demonstrate the ability to work using own initiative as well as working as part of a team • Positive attitude and the ability to keep calm under pressure • Capacity to absorb new information quickly and accurately • A strong work ethic.
<p>Desirable Skills</p>	<ul style="list-style-type: none"> • 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 • A passion for improving peoples' lives • 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, engaging with vulnerable service users and their personal information. Therefore a DBS check will be required prior to independent working. This is an office-based position and as such it is not a requirement of this role that you have your own transport.</p>