

Job Advert

Job title	Customer Support Manager
Department	Service Delivery
Line Manager	Head of Service Quality
Salary	Band E Starting salary from £29,250
Working Hours	Full time, 40 hours per week.
Location	Head Office, Central Exeter There will be an opportunity to continue working 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 on a weekly basis in order to appropriately support their team.
Closing Date	Monday 22nd March 2021 @ 09.00am
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 hr@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 Customer Support Manager's primary role is to ensure that all Key Performance Indicators (KPIs) are being met in order that the team contributes effectively to the overall company objectives. Customer Support Manager will ensure that our customers receive a high standard of service in their Brain in Hand journey through the co-ordination, administration, monitoring, review and reporting of team workflows and processes; ensuring customer (and client / supporter) needs are met through responsive and proactive communication, team line-management, and department task-management, as appropriate.

	<p>The Customer Support manager will be responsible for using the data to target resources to ensure the smooth running of the customer support functions within the Service Delivery department and ensuring all potential revenue is realised.</p>
<p>Key tasks within the role include (but are not limited to)</p>	<p>Taking responsibility for the administration of Brain in Hand products and services; ensuring a positive customer experience so that revenue is realised, through managing the work of our Customer Support Team.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Leading the Customer Support team members to achieve deadlines and ensure best practice in our Customer Support delivery, particularly with regards to: <ul style="list-style-type: none"> ○ Enquiries, Referrals and Registrations ○ Licences and Renewals ○ Specialist Support Allocation and Administration ○ Response Service Allocation and Administration. • Line management responsibility for Customer Support Coordinators, Officers, and Administrators within the team; including recruitment, induction, training, mentoring/coaching and ongoing development. • Managing the day-to-day relationships with purchasers of Individual User support packages (e.g., DSA Assistive Technology Suppliers) to ensure caseloads are coordinated appropriately and revenue is realised. • Ensuring that all our Brain in Hand Customers (service users) and clients (funders/purchasers) experience the best level of service from our team. • Ensuring appropriate proactive communication and that all customer and client requests and enquiries are responded to and actioned as appropriate and in a timely fashion. • Ensuring effective communication and collaboration within the team, and with teams across the department, to manage projects to completion. • Meet, and strive to exceed, internal KPIs for customer satisfaction and quality in the delivery of support and services by: <ul style="list-style-type: none"> ○ Ensuring routine workflow processes and tasks are initiated. ○ Establishing and managing workflow timelines and objectives ○ Collecting, monitoring, and recording information required for reporting.

	<ul style="list-style-type: none"> • Develop, publish and maintain wikis, user guides, policies and procedures in relation to Customer Support activity and best practice in supporting our Customer Journey. • Ensure all Service Users are reviewed in relation to funding, eligibility, appropriateness, safeguarding and data security; and that risks are identified and escalated as appropriate. • Ensure IG and GDPR compliance within the team, and effectively identify and act on customer feedback and complaints to ensure a positive customer experience. • Act as the point of contact for issues raised by customers, clients or team members relating to Customer Support. • Contribute to the continuous improvement of our Service Delivery processes and assist as appropriate in quality assurance tasks to ensure best practice is being demonstrated and evidenced to a high standard across the team. • Work collaboratively across the business to ensure appropriate processes and resource are available to support other teams: <ul style="list-style-type: none"> ○ Engagement Team – to ensure Specialist Support jobs are administrated effectively, and information shared appropriately, in relation to the allocation, monitoring and reporting. ○ Programme Team – to ensure service users referred by group clients are administrated effectively, and that information is shared appropriately in relation to their progress. • Undertake other administrative duties, or training and development, appropriate to this post as required. <p>Please Note: As part of your career journey, and to provide additional capacity at peak times, you will need to understand our systems and processes for the delivery of services to all customers.</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>
<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"> • At least 2years experience as a leader or manager in a data-driven call or service centre or within health or social care coordination • 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 and where safeguarding is a consideration.

	<ul style="list-style-type: none"> • An excellent phone manner and written communication skills (SMS text, email) • A focus on processes, with a strong ability to manage multiple projects, effectively track status, and support multiple individuals. • Previous team- or line- management experience, particularly in fast-paced environments or where large caseloads are coordinated daily. • Experience in coaching / training / mentoring individuals • The ability to use initiative to plan, manage and prioritise own time, work to strict deadlines and see things through to completion. • Professional or personal experience of communicating with people with mental health difficulties, autism, Specific Learning Difficulties, Learning Disabilities, or brain injury. • 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"> • Confidence working with mobile technology, e.g., iOS and Android smartphones and tablet devices, downloading apps, internet and Wi-Fi connectivity on laptops / PCs / devices, cloud-based software, using Skype. • 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, an Enhanced DBS check will be required prior to independent working.</p> <p>This is an office-based position and as such it is not a requirement of this role that you have your own transport.</p>