

Here

Job title:	Customer Support Administrator
Salary:	£22,140 - £24,840 per annum pro rata
Team:	Practice Unbound
Accountable to:	Operations Manager
Location:	Here, 4th Floor, 177 Preston Road, Brighton

About us and our culture

Here is a not-for-profit, social enterprise working in the health sector. We do many things, including:

- designing and delivering health care services in partnership with the NHS and third sector organisations
- developing and implementing products that support primary care to thrive
What unites our efforts is a recognition of the 'way' we do things:
- We are a group of people who believe we can make a difference in the world
- We think business can be a force for good, and that profits should benefit our society
- We know that our society is not fair and equitable, and many people cannot thrive in the conditions in which they live. We believe changes in health and care could enable a better future for us all.

Job purpose

Practice Unbound is an innovation branch of HERE and provide blended learning programmes within the Health Care sector.

The purpose of this role is to help set customers up with access to our clinical system tools and online resources, to support customers to implement our products and assist in troubleshooting.

The role holder will do this by delivering outstanding customer service through the Practice Unbound helpdesk (open Mon – Fri 9am – 5pm), via phone, email, and video call.

The role holder will be work alongside a technical lead, customer support lead, operational manager, and sales team to triage more complex customer needs accordingly.

Full training will be provided alongside a supportive and encouraging team environment with opportunities for future development.

Customer Support and Onboarding

- Provide support (via email, phone, and video call) to customers around the country, supporting them in implementing our programmes and assisting in technical challenges they may encounter.
- You will be responsible for running our Practice Unbound helpdesk (Mon - Fri 9am – 5pm) and deliver outstanding customer service, technical and implementation support to our customers, ensuring issues are resolved in a timely manner and within agreed processes.
- You will work alongside the Customer Success Lead to deliver live onboarding sessions with new customers virtually
- You will work with the wider team and to an agreed triage system to ensure customer needs are met via the correct personnel, where they cannot be resolved via the Helpdesk

Data & Systems

- You will be responsible for managing customer records and ensuring they are kept up to date in our Customer Relationship Management (CRM) tool
- You will work alongside the Customer Success Lead in analysing customer data and feedback
- You will be provided with training in our clinical system tools and will use this training to problem solve customer issues

Team & Culture

- Work on own initiative, to plan time effectively, to multi-task successfully, and prioritise own workload on a daily basis, working autonomously within own work area seeking advice when appropriate.
- Demonstrate a willingness to improve and set personal goals, and to show commitment to both their immediate and wider team.
- Attend team meetings, regular briefs, one-to-ones, and training sessions.
- Be willing to adapt and be resourceful in a constantly developing healthcare environment

Things you need to know

CONFIDENTIALITY

As an employee of 'Here' you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by 'Here'. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action which may involve dismissal.

HEALTH AND SAFETY

All staff have a responsibility to perform their duties in such a way that accidents to themselves and to others are avoided, and to cooperate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

USE OF NEW TECHNOLOGY

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication within and outside of the organisation.

EQUAL OPPORTUNITIES

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices.

TRAINING AND DEVELOPMENT

All employees have a responsibility to undertake statutory and mandatory training that is required by 'Here'. In accordance with the Training and Development Policy staff are expected to actively participate in the appraisal system and using this process to develop a Personal Development Plan (PDP).

NO SMOKING POLICY

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in 'Here' owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on 'Here' premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.

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Who we're looking for: Person specification for Customer Support Administrator

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We want all employees to belong, thrive and contribute to our purpose, creating exceptional care for everyone.

Positive about disability

We're committed to developing the careers of individuals with a disability. We will give full and fair consideration to all applicants. Applicants who confirm a disability that meet the essential criteria and evidence this within their application, will be interviewed.

Here value diversity and are committed to creating an inclusive culture where everyone can be themselves and reach their full potential. We actively welcome applicants who identify as LGBTQ+, disabled, and people of the *Global Majority. *people who identify as Black Caribbean, Black African, South Asian, East Asian, Middle Eastern or Latin.

The skills, knowledge, and qualities we are looking for in our Customer Support Administrator	Is it essential or desirable for the job?	How will the skill, knowledge, or quality be assessed?	Is on the job training provided to help in these areas?
Qualifications			
NVQ Level 3, Certificate of Higher Education and/or equivalent experience	Desirable	Application and Certificate	
Personal qualities			

Proven record of good timekeeping and attendance	Essential	Application and interview	
Skillful handling of situations with consideration for others	Essential	Application and interview	
Ability to be self-led and independent in meeting deadlines and goals	Essential	Application and interview	
Experience and job-related knowledge			
Previous experience in an administrative role	Desirable	Application and Interview	
Able to work and communicate with a variety of professional roles	Essential	Application and interview	
Experience of customer care or similar service industry practices	Desirable	Application and interview	
Previous experience of using Word, Excel and Outlook	Essential	Application and interview	
Experience of clinical systems and/or clinical software	Desirable	Application and interview	Yes
Experience of dealing with difficult customer conversations	Desirable	Application and interview	Yes

Skills			
Effective communication, both face to face and on the telephone with a range of people in various situations	Essential	Application and interview	Yes
Excellent telephone manner, managing calls in a professional way	Essential	Application and interview	Yes
Thorough approach to recording accurate information and data entry	Essential	Application and interview	Yes
Proficient in data systems (including customer management, reporting and analysis systems)	Essential	Application and interview	Yes