Customer Support Specialist (Web app)

Role Description

Information

Background

Triangle is a values-based Social Enterprise and work to enable people to achieve their highest potential, by providing a suite of tools for promoting and measuring personal change called Outcomes Stars. The Star has proved very popular and is now widely used in the UK by charities, social enterprises and local and health authorities in a wide range of fields including mental health, homelessness, vulnerable families and substance misuse. It is also being used internationally, with a strong presence in Australia.

For more information see www.outcomesstar.org.uk.

The role

We are looking for someone to join our growing digital team, supporting colleagues and clients to use our own web application, Outcomes Star Online. You will play a crucial role in delivering our Helpdesk service primarily over email, as well as supporting our clients through online support sessions and regularly delivering webinars. You have excellent customer service and communication skills and will respect our robust information governance policies in everything you do.

Person Specification

Essential

1-2 years customer service experience, ideally through a Helpdesk or other email/ticket-based system

Competence and experience in using Zoom and Teams

Competence and experience in using Microsoft Office or equivalent

A passion for social impact and helping frontline services to help people transform their lives through enabling help

Desirable

Experience – either through employment or lived experience – of frontline health and social care services, ideally involving any version of the Outcomes Star

Experience with Deskpro or other ticket-based software such as Zendesk or Salesforce Service Cloud

Experience of running webinars or online meetings with large groups of people

Experience of working with software development and provision, including approaches such as Agile

Experience of working with video production software to create basic videos

Experience of configuring software such as Salesforce, WordPress, Mailchimp or other programs

Outcomes of the role

- Clients are supported to use the existing features of the Outcomes Star Online, through a consistent and professional support offer
- Clients receive a timely, friendly, and helpful Helpdesk service
- Clients experience efficient and professional communication and support through webinars and one-to-one walkthroughs via Zoom or Teams
- Internal teams are supported to support clients to get the most out of the Outcomes Star Online.
- Feedback or bugs or other issues are flagged, communicated and handled in line with team policy.

Overview of responsibilities

Helpdesk

- Majority of the role will be on the Helpdesk either as primary or secondary cover
- Working closely with the Star Online Support Co-ordinator to plan and improve the Helpdesk service
- Responding to client tickets as they arise in a timely and professional way, prioritising responses as needed and referring or escalating the ticket on to others as needed
- Using the Helpdesk tools effectively, ensuring that correct information is captured and that tickets are handled efficiently especially if involving multiple stakeholders and/or requiring investigation and bug resolution
- Continually building and refreshing knowledge about how the system works and ways to get the most out of it in the different user roles
- Following procedures to ensure adherence to our Information Governance policy, respecting the personal and sensitive nature of the data processed by the Outcomes Star Online
- Sharing insight into client needs and issues to support the planning, prioritisation and delivery of the roadmap

Support Offer Development and Delivery

- Delivering product demonstration online meetings, working closely with other colleagues across Triangle to understand prospective client needs and highlight valuable features of our web app
- Delivering onboarding online meetings with new clients, working from defined content but also adapting to client needs as needed
- Supporting with the delivery of webinar sessions to prospective, new and existing clients
- Supporting with the creation of new Help resources, videos and other content as needed to deliver the support offer
- Supporting with the development of the Star Online support offer and how it works in sync with the rest of Triangle's offer, spotting opportunities to add value to clients and to improve internal processes

Other tasks to support the Star Online team and Triangle, as needed and as appropriate to the role.

This role reports to the Star Online Product Manager.

Terms and Conditions

We are recruiting for a full-time permanent role for 5 days a week (35 hours). 4 days a week or school hours could be accommodated. The role is suitable for either home-based working or hybrid working with part of the time spent at our Brighton & Hove office.

Salary and Benefits

- The annual full-time salary is £20,000-£28,000, depending on experience
- Laptop and mobile phone provided for work purposes
- Generous pension scheme, flexible working arrangements, employee assistance programme, cycle to work scheme
- 25 days' annual leave plus bank holidays (pro-rated for part-time)

Deadline for applicants: 5th September 2022, 12pm

Interviews on 12th and 14th of September using Zoom

STRICTLY NO AGENCIES