

Internal Job Posting

Customer Support Manager

London

Permanent

Salary up to £40,000 depending on experience

Who we are

At iPLATO we are more than your typical tech company. We are revolutionising the health care industry; committed to delivering powerful work, values and have fun while doing it. We help healthcare commissioners transform patient care through Health Technology.

Our footprint across the UK is increasing rapidly; we are now serving millions of patients and thousands of healthcare professionals every day where we are now leaders in mobile health. Across this network we run campaigns to include the promotion of 'stop smoking', childhood immunisation and cervical cancer screening, as well as mobile disease management services for people with diabetes, hypertension, epilepsy and HIV. We aim to support patients in achieving longer, healthier lives.

About the role:

Delivering technology solutions to over 2,000 GP surgeries and 21.5 million patients across the UK requires an awesome Support team. Joining our growing team, the Customer Support Manager oversees and owns the strategy of first-line support to iPLATO users (clinical and healthcare administrative staff) and citizen users of myGP.

This is a hands-on management role that will include: managing a small Support team, handling incoming telephone and email enquiries, as well as outbound engagements working on technical deployments. The role will focus on trend analysis, improving the ability for users to self-serve, and working with Product Management to assist in prioritising enhancements and bug fixes. This individual will have bottomless enthusiasm and patience, a keen eye for prioritisation with the ability to work methodically and to motivate a team.

Reporting to the **Head of Customer Operations**, the duties will include:

General management duties

- Providing leadership and best practice insight to team members
- Monthly reporting of KPIs
- Implementing a culture of continual improvement
- Building relationships with key stakeholders within the business
- Trend analysis to improve ticket avoidance and self-service opportunities
- Working with Product Management to prioritise enhancements and bug fixes
- Acting as a point of escalation for issues and complaints

- Ownership of service incident reporting processes

Healthcare provider support

- Co-ordinating technical setup of new healthcare providers onto iPLATO services
- Handling support enquiries from healthcare providers via telephone, email, and online portal
- Triaging issues and escalating through to 2nd line Support where appropriate
- Delivering world-class customer service and high satisfaction to our users
- Accurate reporting on all company systems
- Following processes which include: security, data protection, and best practice

Patient (myGP) support

- Handling patient queries and issues via multiple channels
- Using targeted consumer level language in all correspondence
- Triaging issues and escalating through to 2nd line Support where appropriate
- Adherence to strict confidentiality and Information Governance regulations due to the handling of patient identifiable data
- Tracking of issues through Support ticketing system
- Escalation of clinical safety issues through escalation route
- Production of reports on myGP support trends and user satisfaction for Product Management
- Representation of patient voice in internal meetings

Mandatory Skills

- Experience in managing a support / helpdesk
- Experience implementing customer portals and knowledge bases
- Advanced Microsoft Office Suite knowledge
- Understanding of ITIL level best practice
- Working knowledge of cloud-based SaaS technology solutions
- Highly competent verbal and written communicator
- Ability to work with little to no supervision
- Strong written and verbal communication skills

Desired skills

- NHS experience a bonus

- Awareness of primary care IT systems and dependencies
- Working knowledge of clinical systems
- SQL and/or coding experience

What we offer

As mentioned, at iPLATO we endeavour to create a fun working environment for our staff. We can offer the following:

- A fully structured training programme to ensure you are confident in your new role
- 25 days holiday plus bank holidays
- Company Share Option scheme and travel loan after probation is passed
- An amazing team and fun social calendar including monthly events

By applying to this role you are confirming you have read and agree to our privacy notice which can be found [here](#).