

Job description

Role title	Operations Support Specialist (ASC)
Reporting to	Operations Support Team Leader (ASC)
Role duration	Permanent

Purpose of the role

Responsibilities

- The role is focused on and around the support services provided to the Customer Service Centre, wider Operations team and Asterol customers
- Acting as first point of escalation for all queries relating to the operational delivery of the support services to the Customer Service Centre day-to-day activity
- Supporting the leadership of a team who own the customer journey, providing Customer Service Excellence to all Asterol clients
- Accountable for the delivery of contractual service level agreements surrounding planned preventative maintenance
- Ensuring contractual KPI agreements are captured for customer reporting within agreed targets

Key accountabilities

- To support the daily coordination of all tasks related to the service and daily provision of the Customer Service Centre
- Support the resourcing and forecasting of departmental rotas to ensure service provision windows are continually staffed
- Providing specialised and expert support to the delivery for PPM frameworks for assigned customer contracts
- Primary responsibility of the EBME call flows, providing specialist and expert support and training for the wider teams
- Primary responsibility of the clinical governance workflows, providing specialist and expert support and training for the wider teams
- Providing support and maintenance of the administrative support services to the wider Customer Service Centre teams and Managers
- Motivating the Team to answer all calls promptly and appropriately, in line with contractual service level agreements
- Support the monthly performance reporting processes of the Service Centre and wider Operations Team where required
- Conduct regular reviews with site Service Managers of open work with a view to drive completion
- Inspire a customer centric working environment, ensuring the preservation of the Customer Service Centres professional and value added image for all customer contracts
- Support the delivery of team programmes that support the organisations business strategy and objectives

- Continuously review work processes and provide feedback on areas of improvement
- To support the supervision of the accurate input of data into the data base, updating information through to closure, delegating where necessary
- To support the supervision of all customer communications ensuring they are accurate and on-brand at all times
- Establishing and maintaining external relationships to assist with maintaining exceptional service delivery
- Support the implementation and maintenance of departmental processes, procedures and systems that ensure the effective delivery of all services.
- To provide cover and support to the Customer Service Team Leaders as and when required
- To demonstrate effectiveness by example and conduct yourself appropriately within Asterol standards, visions and values

Capability profile

Skills	Essential	Desirable
Excellent telephone skills and ability to communicate effectively when dealing with internal and external clients of all levels	✓	
Intermediate IT skills to include Excel, Word and Outlook	✓	
Must be self motivated with a flexible can do attitude and ability to work under pressure	✓	
Attention to detail	✓	
Good timekeeping	✓	
Must be able to identify and implement change		✓
Good delegation skills		✓
Good inter-personal skills, must be able to work as part of a team as well as individually	✓	

Experience	Essential	Desirable
Experience in a call centre environment and working to meet SLAs	✓	
Come from a asset management background		✓

An understanding of medical equipment		✓
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Languages	Essential	Desirable
English	✓	

Mobility requirements

Role location	Theale Head office
UK travel	None

Other

CRB disclosure	Yes	No
CRB disclosure required?"	✓	

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