

Job Description

Job title: Customer Support Administrator

Directorate: Governance and Assurance

Reporting to: Business Support Manager

Salary: £24,000 - £27,500 depending on skills and experience

Hours: 37.5 hours per week

Location: Resuscitation Council UK, 60-62 Margaret Street, London W1W 8TF (**hybrid**)

Contract Type: Full-time, Permanent

Main purpose of the role

The post of Customer Support Administrator provides Resuscitation Council UK (RCUK) with the opportunity to deliver high quality customer service alongside supporting our Coordinators who administer courses and deal with enquiries. This role includes communication, administrative and course support duties. The Customer Support Administrator will have all-round skills and be professional, dependable, adaptable, conscientious, well-organised and a proactive self-starter who is willing to work across the organisation and communicate effectively at all levels.

The role is situated within the Governance and Assurance directorate but will work closely with all directorates within the organisation.

Duties and responsibilities

Communication

- Be the first point of contact for people contacting RCUK by telephone and dealing with the subject matter appropriately or referring to others.
- Monitor and allocate enquiries via the RCUK support system, answer enquiries, or allocate/escalate to appropriate individuals within the organization.
- Identify and assess customers' needs to achieve satisfaction.
- Follow communication procedures, guidelines, and policies.
- Ability to meet and uphold service-level agreements (SLAs).
- Ensure KPI's are met to adhere to RCUK's standards.
- Build sustainable relationships and trust with candidates, Course Centres and instructors through open and interactive communication.

- Be able to multi-task whilst dealing with telephone calls, navigating through systems, and responding to tickets/emails.
- Liaise with the wider organisation to manage the task at hand.
- Respond to email queries from multiple inboxes.
- Speediness in responses to live chat queries.

Administration

- Undertake administrative duties on the RCUK Learning Management System (LMS) and CRM (e.g. password resets, course director reports, profile amendments, centre application submissions, etc.).
- Monitor stock levels working with the current stock management system (ARK).
- Take accurate minutes of meetings.
- Meet operational targets set by the management team.

Courses

Please note: the following section will amount to a smaller percentage of this role, but training will be provided so the successful candidate can be able to undertake the below when required.

- Report to the Business Support Manager (BSM) regarding any concerns/issues with communication with Course Centres, Instructors, candidates and other stakeholders.
- Understand and provide assistance on all courses which include Advanced Life Support (ALS), Newborn Life Support (NLS), Immediate Life Support (ILS), Paediatric Immediate Life Support (PILS), Focused Echocardiography in Emergency Life Support (FEEL), Generic Instructor Course (GIC), European Paediatric Advanced Life Support (EPALS), Advance Resus of Newborn Infant (ARNI).
- Liaise with Course Centres, managing and approving courses in line with current course regulations.
- Organise course materials and keep accurate records by:
 - Liaising with suppliers to maintain adequate stock levels of course materials.
 - Organising the dispatching of course materials to Course Centres.
 - Liaising with Course Centres and the supplier to resolve issues, e.g. lost orders.

- Liaising with Finance regarding invoicing and payment of accounts.
- Provide expert advice and first-line support to Course Centre Administrators, Course Directors, Instructors, Candidates and ALS Regional Representatives regarding aspects of all courses and the RCUK LMS.
- Alongside the BSM, acknowledge course complaints and request further information and documentation as required, prior to escalation where necessary.
- Provide absence cover within the coordinator team.
- Work with the Clinical Leads to assist with keeping the course regulations and course materials under review and ensuring any changes or new guidelines are communicated to our community of practice.

Other

- In addition to the duties outlined above, the role may also include any other duties reasonably requested by their line manager.
- Flexibility to working hours, where you may be required to work shift patterns Monday-Friday between 08:00-18:00.
- It is a requirement of all RCUK staff to take an active participative interest in their own continuing professional development.
- This role may occasionally/very occasionally involve working outside standard hours and involve occasional weeknight/weekend work.
- Expected to work in the office at least once per week, attend monthly office meetings and attend 1-2-1s with their line manager in the office.

PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job.

E = Essential and D = Desirable

QUALIFICATIONS	
Proficiency in Microsoft Office 365	E
Knowledge of Customer Relationship Management systems and Learning Management Systems	D
EXPERIENCE AND KNOWLEDGE	
Customer service and care skills	E
Excellent organisational skills	E
Track record of over-achieving quota	D
Strong problem-solving skills	E
Strong active listening skills	E
Have a strong team ethos and flexible approach to workload	E
TECHNICAL SKILLS	
Multi-tasking skills	E
Written communication skills	E
Verbal communication skills	E
Data entry	D
GENERAL SKILLS AND ATTRIBUTES	
Excellent oral and written communication skills	E
Commitment to, and promotion of RCUK's vision and values	E
Commitment to the principles of EDI and adherence to RCUK's policies and procedures	E
Take an active role in own CPD	D

This job description sets out the duties of the post at the time when it was drawn up and will be reviewed from time to time. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.