

JOB DESCRIPTION

Job Title:	Client Services Training Manager
Team/Directorate:	The Care Database
Salary range/pay band:	£34K - £38K FTE
Reports to:	Head of Client Services
Hours:	Full or Part time (minimum 0.6 FTE)
Location:	Remote with some travel
Job holder:	

Part 1: Job Profile

a) Main purpose of job

The Client Services Training Manager is pivotal at The Care Database, responsible for training, implementation and supporting our customers.

This is a client-facing role to ensure strong engagement between key stakeholders at the client organisations and the team at The Care Database.

b) Work relationships

- Reporting to the Head of Client Services
- Managing Director
- Marketing and Technical Support Manager
- Clients of CHASE Hospice Trading Ltd
- Administration and Care Staff at Shooting Star Children's Hospices
- SSCH finance department

c) Decision making authority

The post holder will provide bespoke training for clients, making decisions on course outlines and content. The post holder will be required to determine when a help desk support request requires more in-depth training and will provide quotation as appropriate.

d) Scope of job

- Client liaison and client satisfaction
- Database training
- Helpdesk support
- Maintaining user guides
- Organising database user group meetings and forums

- Software testing and wireframing change requests
- General Company Administration

Part 2: Main duties and key responsibilities

- **Client Liaison and Client satisfaction**
 - To work with external clients to establish their training and support needs.
 - Ensure ongoing client satisfaction through annual reviews
 - Arrange and facilitate ad hoc reviews where a need is identified
- **Database Training and implementation**
 - Deliver training to clients – on-site or via Teams
 - Work with the Head of Client Services during the Implementation of new clients
 - Work with the Head of Client Services to complete data migration cleansing
 - Maintain timesheet log for invoicing of chargeable training and submit monthly charges to finance for invoicing
- **Helpdesk Support**
 - Monitor the help desk and provide support according to the company SLA with the client
 - Identify and provide follow-up training for clients where required
 - Liaise with the client to advise when repeat support desk requests indicate a need for follow-up training. Provide quote and facilitate.
 - Produce monthly KPIs on ticket status for review at Team Meeting
 - Produce annual KPI on ticket status prior to ISO27001 audits
 - Contribute to an up-to-date database of FAQs
- **Maintain User Guides**
 - To work with the Marketing and Technical Support Manager to update the online knowledge base resource following each deployment
- **Organising User Groups**
 - Organise and attend annual user group meetings
 - Identify topics for online forums, arrange speakers and organise dates
 - Collate change requests to discuss at the user group
 - Produce voting forms before the user group
 - Collate follow up voting forms submitted by clients after the user group
- **Software Testing**
 - Work with the Managing Director and Head of Client Services to wireframe change requests received from the clients
 - Testing software releases before approval and deployment
 - Report results to Managing Director and/or Head of Client Services
 - Smoke test software releases following deployment
- **Additional Duties**
 - Organise conference resources

a) Other duties

- The post holder will be required to apply for a Disclosure check

b) Mandatory Criteria

The post holder will be working in a developing environment and they will therefore be expected to undertake other appropriate duties as required for the effective operation of Shooting Star Chase.

1. Health and Safety

Responsibility for health and safety in the area under their control and ensure that they are familiar with SSC's policy on health and safety at work.

2. Our values and behaviors

CHASE Hospice Trading Ltd works with charities, including those who provide support for babies, children and young people with life-limiting conditions, and their families. We require that all our staff share our common values and display behaviours that will enable us to achieve our goal.

Professionalism – *we will safeguard our families, each other and our organisation by working to ethical and professional standards at all times.*

Respect – *We will treat each other with the utmost respect.*

Integrity – *We will be open, honest and transparent in all that we do.*

Diversity – *We will respect individuality and ensure inclusion and fairness to all.*

Excellence – *We will strive for excellence in all that we do.*

Part 3: Person specification: Qualifications, experience and skill levels

a) Experience

Essential:

- Minimum 5 years' experience in database administration and management within a hospice or healthcare environment
- Strong stakeholder liaison skills
- Proven experience in providing technical training to staff
- Proven experience in change management within a hospice or healthcare environment
- Excellent understanding of data administration and management functions (import, export, data cleansing, collection, analysis, distribution etc.)
- Excellent communication, presentation and collaboration skills
- A competent understanding of risk management
- Demonstrable understanding and application of the principles of GDPR
- An understanding of the principles of equality and diversity

Desirable:

- Experience working in the charity sector

Knowledge and Skills

Essential:

- Logical and analytical thinker
- Experience of staff training
- Experience of managing change in technologies within a healthcare environment
- Proficient in MS Office (Excel, Access, Word etc.)
- Familiarity with modern databases and information system technologies
- Ability to drive would be an advantage
- Willing to travel

b) General attributes

- Ability to communicate technical subjects to users of variable abilities
- Pragmatic approach to the introduction of systems
- Sensitive to the cultural impact of introducing new systems
- Well organised; proactive self-starter with initiative and ability to work to deadlines
- Team player
- Commitment and an understanding of the challenges and opportunities of working in the voluntary sector

Job Holder's
signature

Date:

Print Name:

Line Manager's
Signature

Date:

Print Name: