The Care Database
Revolutionise your care management

JOB DESCRIPTION

Job Title:	**Client Services and Training Officer**
Team/Directorate:	**The Care Database**
Salary range/pay band:	**£27K - £30K 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 and Training Officer is pivotal at The Care Database, responsible for training and supporting our customers. Training is offered to our clients both remotely and onsite.

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 be required to make decisions regarding the suitability of training requests and status of helpdesk tickets to be discussed with the Head of Client Services.

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

- General Company Administration

Part 2: Main duties and key responsibilities

- **Client Liaison and Client satisfaction**
    - To support Head of Client Services to establish client training and support needs.
    - Ensure ongoing client satisfaction through annual reviews
    - Arrange ad hoc reviews where a need is identified
- **Database Training and implementation**
    - Deliver training to clients – on-site or via Teams
    - Support the Head of Client Services during the Implementation of new clients
    - Support 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
    - Provide follow-up training for clients where required and approved by the Head of Client Services
    - Monitor repeat support desk requests to offer training to clients where the need arises
    - 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 assist 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
    - Organise online forums as and when required
    - Collate change requests to discuss at the user group
    - Produce voting forms before the user group
- **Software Testing**
    - Testing software releases before approval and deployment
    - Report results to Managing Director
    - Smoke test software releases following deployment
- **General Customer Administration**
    - Organise conference resources, book hotels and travel

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 of two years' experience in database administration and management
- Strong stakeholder liaison skills
- Proven experience in providing technical training to staff
- 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:

o Experience working in the hospice or healthcare sector
o Experience working in the software industry
o Experience working in the charity sector

Knowledge and Skills

Essential:

- Logical and analytical thinker
- Experience of staff training
- 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: