

Company description

Care service providers face an increasing challenge to meet the needs of a growing elderly population who want to remain independent in their home throughout later life. Service Robotics is a start-up business with offices in Bristol and Cornwall, developing a robot companion solution - GenieConnect® - which utilises a small desktop robot, designed to reduce loneliness and isolation. It provides a user-friendly companion in the user's home, providing remote services and entertainment to support independent living - coupled with light touch care provision.

Service Robotics is at an exciting phase of development, with our soft launch under way and our commercial launch imminent. This is an opportunity for a customer service professional to set up their stall from scratch, and make their mark in a business that is committed to improving people's lives.

The Customer Service Manager (CSM) will be responsible for ensuring the Customer Experience Management (CEM) objectives for GenieConnect Services provided by Service Robotics Ltd (SRL) are achieved and maintained.

The CSM will also be responsible for developing and maintaining all Customer Service functions within SRL and establishing processes and systems to deliver the Customer and User Experience expected by our customers and their users.

The role spans soft and commercial launch phases of the business, and CSM activities will evolve accordingly.

The Customer Service Manager is a primary external representative of SRL and forms part of the core management team.

PRINCIPAL ACTIVITIES/ACCOUNTABILITIES

- Specify, establish and maintain SRL internal processes and systems to deliver excellent customer service to SRL customers, including IT systems, written processes, reporting, governance, and voice of the customer mechanisms.
- Be the Customer Advocate for SRL planning and decision making.
- Attend Customer Meetings as required.
- Ensure Service Level Agreements (SLA) compliance and manage all SLA related communications.
- Ensure infrastructure and customer supporting systems comply with SLA, Customer Experience (CX) and User Experience (UX) expectations.
- Manage relationships with SRL customers and identify new business opportunities.
- Develop and manage Customer Training programmes.
- Establish CEM, UX Key Performance Indicators (KPIs) to measure Service Quality Management (SQM), Customer Satisfaction (CSAT) and Net Promoter Scores (NPS) objectives and report same.
- Monitor and report the performance of all suppliers (internal/external) involved in Service Delivery.

- Chair regular operational reviews with Customers and Suppliers to review performance.
- Perform data analysis to identify opportunities for SQM and UX improvement for all customers e.g., domiciliary and residential care providers etc.
- Report outcomes of UX data analytics to SRL and Customers.
- Be an active participant in new product and feature requirements scoping and opportunities for the GenieConnect service.
- Continuously strive for efficiency, improvements, and excellence in service delivery.
- Develop Organizational performance improvement plans.
- As part of the Governance team, within agreed service hours, act as decision maker on SQM/UX issues and escalate to the senior management team as required.
- Support our social media presence.
- Attend board meetings when required.
- Travel independently to sites in the UK as necessary for Customer meetings and demonstrations.
- Provide monthly progress reporting to SRL senior staff and investors on progress against SQM/UX objectives.

As with any small business, flexibility and a willingness to contribute in other areas according to need is expected.

Qualifications and Experience

- Bachelor's degree or equivalent experience
- At least 3 years' experience in a Customer Service Management role or similar function.
- Strong verbal, written, and organizational skills
- Excellent negotiating and communications skills
- CEM qualifications and Customer Journey Mapping experience
- Strong project management, multitasking, and decision-making skills
- Experience with marketing automation and CRM tools
- Excellent attention to detail
- Well organised and self-motivated. Sets SMART objectives and delivers on them
- Empathy and understanding of user need and challenges with the ability to communicate these back into the SRL development teams.
- Excellent leader of staff and external resources across diverse abilities, races, cultures, and ages.
- High level of awareness of security and privacy relating to SRL delivered services especially GDPR and Data Privacy Act
- Knowledge of or experience in working with care providers, either in a health care or social care setting including charities would be an advantage

Benefits:

- Work from home opportunities
- Flexible working hours

- Dynamic working environment
- Profit sharing/share options
- Company pension

Earliest start date: Immediate

Full-time, Permanent

Salary: £32,000.00 to £40,000.00 /year

Service Robotics Ltd is committed to promoting equality of opportunity for all staff and job applicants. We aim to create a working environment in which all individuals can make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit.