

Job Description

Job title:	Customer Service Manager – Wheelchair Services
Reporting to:	Service Centre Manager
Location	Cambridge and Peterborough

Job Purpose

- The Customer Service Manager is responsible for the operation and ongoing development of an effective Customer Service team and for the development and delivery of customer care.
- Responsibilities include customer relations, administrative, operational and employee management.
- The role of Customer Service Manager is to ensure that the departmental operation complies with, and where possible, exceeds the company's quality management system, customer expectations, contractual arrangements, service levels and overall company requirements.

Main Duties and Responsibilities

SUPERVISORY

- To provide leadership to the customer service administration team to resolve day to day administration related issues.
- To assist the Service Manager in producing activity reports to enable the measurement of performance against standard and performance indicators.
- To monitor and manage team and individual performance against business objectives and performance standards ensuring timely action is taken to address areas of poor performance, under achievement and risk.
- To manage resources and work volumes to ensure referrals are processed efficiently and queries are resolved within agreed timescales.
- To maintain effective control over all administration activity in order to achieve the requirements set out in the contractual service specification.
- To be responsible for co-ordinating and developing the department processes with flexibility to respond to urgent or unexpected service demands.
- To identify the learning and development needs of administrative staff and to ensure that the administrative team have the required skills to deliver against objectives.
- To promote staff compliance with AJM policies and procedures.
- To report any issues regarding the Wheelchair Repair and Maintenance team that impact on clinical service delivery to the Operations Manager and Head of Service.

CUSTOMER RELATIONS

- To co-ordinate and manage day to day customer service and satisfaction, identifying and where appropriate, and in consultation with the Service Manager, implement operational changes to positively impact the performance of the contract both in the short and long term.
- To build and maintain relations with the internal support departments/functions and further develop the partnership with customers to positively impact the management and development of the contract.
- To maintain high levels of communication in order to ensure effective management of customer satisfaction. Liaise with customers to develop and maintain a strong working relationship.
- To ensure that the Service Manager is made aware of any individual or team issues and regularly update your manager with issues that affect the contract in terms of delivery and customer satisfaction.

ONGOING DEVELOPMENT AND PROFESSIONAL STANDARDS

- To ensure compliance with business (quality) management systems including ISO, Health and Safety and Environmental and HR.
- To maintain accurate processes and professional standards within the Customer Service department.
- To take a lead role in continuous improvement of services and quality by improving processes and procedures.
- To ensure own and your team's Continuing Professional Development.
- Maintain an up-to-date appraisal in compliance with AJM policy.
- Co-ordinate and attend team and professional meetings as required.
- To liaise with the clinical team when required.
- Work in accordance with AJM policies and guidelines at all times, including lone working, moving and handling and risk assessment.

Key Attributes

- Experience of managing an effective customer service team.
- Strong team working and leadership skills.
- Ability to develop employees to their full potential.
- Any customer service experience within a manufacturing organisation would be beneficial.
- Ability to deliver excellent customer service through developing people and processes.
- First class communication skills and IT literacy.
- Ability to prioritise and manage multiple requirements and requests.
- A highly self-motivated individual.
- Strong planning and organisational skills.

Additional Information

Professional Standards

All staff must comply with the AJM Healthcare Code of Conduct.

Equal Opportunities and Dignity at Work

It is the aim of AJM Healthcare to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, creed, nationality, ethnic or national origin, sex, marital status or on the grounds of disability or sexual preference, or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job. To this end AJM Healthcare has an Equal Opportunities Policy and it is for each employee to contribute to its success. All staff should treat other staff, patients and the public with dignity and respect.

Appraisal

All staff will actively participate in an annual Appraisal process. All staff should have a personal/professional development plan and in conjunction with their manager, should actively determine and pursue agreed training and development needs and opportunities.

Safeguarding

AJM Healthcare is committed to safeguarding and protecting children and vulnerable adults. All health employees have responsibility for safeguarding and promoting the welfare of children and young people in accordance with "Working Together to Safeguard Children" HM Gov 2006. This applies to employees with both direct and indirect contact with children and families.

Employees who do not provide specific services for children and families or vulnerable adults require basic knowledge of their responsibilities to identify and refer concerns appropriately. All employees must undertake training in safeguarding children and vulnerable adults but will have different training needs to fulfil their responsibilities depending on their degree of contact with vulnerable groups and their level of responsibility.

Confidentiality and Data Protection

Employees will have access to confidential information and will be required to ensure that the highest level of confidentiality is maintained at all times, adhering to all policies relating to confidentiality.

Employees are required to obtain, process and/or use person identifiable information in a fair and lawful way. The use of such information is governed by the Data Protection Act 1998 (DPA) and includes both manual and electronic records. Staff are expected to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose, and to disclose data only to authorised persons or organisations as instructed, in accordance with the Data Protection Act 1998.

Access to Health Records

All staff who contribute to patients' health records are expected to be familiar with, and adhere to AJM's Records Management Policy. Staff should be aware that patients' records throughout AJM Healthcare will be the subject of regular audit. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act 1998. All staff that have access to patients' records have a responsibility to ensure that these are maintained and that confidentiality is protected in line with AJM Healthcare Policy.

Health and Safety

All staff are required to comply with the requirements of the Health and Safety at Work Act and other relevant health and safety legislation and AJM Healthcare Policies and Procedures. All staff are required to make positive efforts to promote their own personal safety and that of others by taking reasonable care at work, by carrying out requirements of the law or following recognised codes of practice and co-operating with safety measures provided or advised by AJM Healthcare to ensure safe working.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the appropriate Committee if resolution has not been satisfactorily achieved.

All staff must ensure that waste produced within AJM Healthcare is disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the policy.

Infection Control

All staff are required to follow AJM Healthcare infection control policies and comply with all measures known to be effective in reducing infection risk. All staff must complete infection control training at induction, and all staff whose duties involve patient contact must also complete infection control refresher training annually.

No Smoking Policy

There is a no smoking policy in operation in AJM Healthcare. In accordance with this policy smoking is positively discouraged and is not permitted in any areas.

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The above list of duties is not intended to be exhaustive and you will be required to undertake any other duties commensurate with the grade and in line with the requirements of the post. The duties and responsibilities may be subject to change, which will be done in discussion with the post-holder.