

Job Description



1st Line Support Team Leader

Background

Datix has been a global pioneer in the field of patient safety over the past three decades and today is the leading provider of software for patient safety, risk management and incident reporting for the healthcare sector.

Datix aims to build and promote a culture of safety within healthcare organisations, recruiting professionals who are passionate about improving healthcare and championing technological innovation. Datix continually invests in its software and services, maintaining a leadership position at the forefront of the worldwide patient safety movement.

Datix is focused on the health and social care sector. Its customers include public and private hospitals, primary care providers, GP surgeries, mental health and ambulance service providers. Within the UK this includes more than 75% of the National Health Service. Internationally the Datix client base is growing rapidly and includes large scale deployments in the USA and Canada as well as customers in Europe, Australia and the Middle East. Datix has offices in London, Chicago, Washington DC and Melbourne, with partners in the Middle East, Australia and New Zealand.

We develop, maintain and support our own software and provide training and consultancy services to allow our customers to get the most benefit.

We are committed to the patient safety community and we now support some of the world's largest incident reporting systems. In line with our mission to reduce harm to patients, we are looking to appoint a 1st Line Support Team Leader / Project Coordinator to join our Support and Professional Services teams.

The Role

The role will be across both the Support and Professional Services teams. The Support role will be to oversee the 1st line application support team. This will involve training and mentoring new starters and established members of the team, as well as coordination of workshops and meetings, and monitoring output and quality of work from the 1st line team. There is an expectation in this part of the role to support our clients in their day to day use of the software, and providing small bite-sized training sessions to assist them with their needs when required. The other part of this role is to assist with the efficient and effective running of Professional Services. The successful candidate will work closely with the Professional Services Manager managing resources, day to day operational deliverables, and internal business processes. They will have responsibility for consultancy and training scheduling, administration of the Work Orders / Work Records, and ad hoc projects to support Professional Services.

This is a client facing role and will require close cooperation with other members of the support and professional services teams to deliver best-in-class outcomes for the client.

The role will report to the Application Support Manager, with operational reporting to the Professional Services Manager.

Responsibilities & Duties

- Coordinate and lead the 1st line application support team to ensure the 1st line desk is always sufficiently staffed and methods of contact are covered i.e. phones and Live Chat
- Deliver training and provide guidance to all 1st line application support staff
- Coordinate workshops for the whole of the support team
- Work closely with the Application Support Manager, escalating issues and disseminating information and being involved with the ongoing development of the Support desk
- Plan and facilitate online trainer-led sessions from the Datix offices based on training team's standards
- Establish and maintain a solid understanding of the Datix software and how the software can be used in the real world
- Assist with daily project scheduling and consultant resourcing
- Manage communications around new orders from sales team to project leads
- Facilitate service delivery process / requests through collaboration with sales/client services team and other functional groups
- Work closely with client services to establish smooth transition of new order information
- Administer booking requests for group training initiatives
- Co-ordinate in-house and external training sessions, including booking venues and catering

Skills, Qualities & Experience

Required

- Ability to lead a small team
- Strong analytical ability to troubleshoot and diagnosis technical software and implementation issues
- Ability to deliver a professional image
- Excellent oral and written English communication skills, including business and phone etiquette
- Knowledge of software implementations, system workflows, implementation best practices, and project management
- Ability to plan and deliver training to Datix employees and clients
- Self-motivated team player with strong inter-personal skills
- Fast learner with the ability to absorb complex software information quickly

- Ability to translate sometimes complex technical information in to a form that less technically savvy users are able to understand
- Ability to prioritise workload to meet agreed SLA's

Desirable

- Experience of working in the UK healthcare market, preferably in-patient safety or risk management
- Experience in using the Datix application
- Experience implementing or training on software systems would be a benefit
- Experience in a customer facing support role

Package & Benefits

This role comes with an excellent salary and benefits package. Including, 25 days holiday a year, private medical insurance, company pension, death in service cover, subsidised gym membership and discounts on various goods and services through the Datix rewards scheme. If you wish to apply for this role, please forward your CV with a short cover letter to careers@datix.co.uk.