



Customer Service Adviser (London)

Role Title: Customer Service Adviser ("CSA") London

Reporting to: Team Leader London

Contract Length: Permanent Full Time

Hours: 37.5 hours a week, Mon to Fri

Required: Full Driving Licence and access to vehicle

Start Date: ASAP

Location: London

Alcove - Help us keep elderly and vulnerable people safer and better connected by using digital technology

Alcove (www.youralcove.com) is a market leader in assisted care assisted technology that is disrupting social care by embracing technology and using connected, smart technologies to keep elderly and vulnerable people safe and better connected whilst allowing them to remain independent in their home. By installing sensor-based technologies within individuals' homes, the health and well-being of vulnerable residents can be better monitored remotely, leading to potential problems being identified earlier.

We specialise in delivering connected care technology for local authorities, the NHS, housing associations and sheltered accommodation providers across the country. We are the market leader in data led, digital connected care technology in the UK and are scaling rapidly in the country

Alcove has just been selected as the care technology provider for the London Boroughs of Kingston, Richmond and Wandsworth and we are looking to recruit highly motivated individuals to join us as Customer Service Adviser and play a key role in delivering our exciting technology contract roll-out. You will be the first point-of-contact and work closely with our customers, their family members, local authorities, social workers, care workers and help them set-up and operate our technology solution that provides the best for their health and well-being. You will also work closely with our Alcove London Installation team who are responsible for fitting our devices in customer's homes and will be responsible for managing our stock in our London office.

What you will be doing:

- 1) Speak to social workers and our referring partners, Local Authorities and NHS to conduct a customised needs outcomes-based telephone assessment to recommend how our technology can help their clients. This will be conducted with professional support.
- 2) Book technology installations at client's home, ensuring you collect sufficient information for a successful install

- 3) Work with our emergency monitoring and response call centre partners to ensure our devices are correctly connected and assigned to their centre
- 4) Receive all London stock, conducting stock checks across the London staff
- 5) Maintain and document accurately all, installations, emergencies, handovers and in accordance with agreed procedures.
- 6) Manage enquiries, ensuring faulty equipment is reported making arrangements for or repair to minimise the risk.
- 7) Manage product returns, updating in our systems
- 8) Address any escalated customer issues and resolve effectively
- 9) Manage inbound and outbound contact to customers and family and friends of customers to ensure that they are set up on the configuration of Alcove products
- 10) Use the Alcove CRM system to record interactions with customers
- 11) Suggest improvements to customer service procedures, policies and standards based on the customer journey / experience
- 12) Creating customer profiles and assigning to devices and the Alcove Eco system
- 13) Providing technical support for customers ranging from user support through to fault resolution
- 14) Conduct customer satisfaction reviews

Essential Skills :

- Excellent interpersonal skills – you can build rapport with people easily and are a good listener
- An interest in technology and how it can be used to keep elderly and vulnerable people better connected and safe
- You have a solid background working in both administration and customer service/care
- You are a strong team player, are flexible approach and have good communication skills
- Good level of general education to GCSE or similar (as a guide 4 GCSE's A*-C)
- Able to work in a fast-paced, dynamic environment
- You can drive and have access to your own vehicle
- Ability to prioritise and categorise based on information provided and using sound judgement
- Effective written skills
- Effective organisation and time management skills. Organised and diligent. Self-starter.
- Good working knowledge of Microsoft Office applications; Word, Excel and PowerPoint

Helpful :

- Experience (personal, paid or voluntary) of working with disabled adults and older people
- Knowledge of technology and a passion for it
- Knowledge and experience of working with Healthcare Professionals
- Experience of working with a range of partner organisations
- Experience within a community setting
- Experience of working in a challenging and emotional environment, dealing with clients/families that may be recently bereaved, be at end of life, have learning disabilities or needing equipment to help rehabilitate

Interested applicants should email their CV to Kerri Robinson, Senior Operations Manager at kerri.robinson@youralcove.com