



# Service Management Assistant

## Customer Services

### Glasgow

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#### About the role

The Service Management Assistant is a key member of the Service Management team and has responsibility for various administrative aspects of the daily operations of the department. You will be joining our professional customer support community, looking after primarily Local Government customers and making sure that Idox is responsive to service requirements for digital and document management systems.

We are looking for someone with a talent for customer services, normally based in our central Glasgow office, but home based as a result of COVID19. You'll be part of a tightly knit, diligent team, who collectively take care of our customer relationships and handle everyday queries and tickets, escalating when necessary.

#### Purpose of Role

As a team member, you will share responsibility for the management of a number of services as follows:

- Conversion and indexing of any electronic documentation submitted as part of the UK Planning managed service,
- Redacting all necessary documentation for the above on a daily basis
- Management and monitoring of the Digital Platform (DSFX) daily submission queue
- Identifying, resolving and escalating any issues which arise
- Shared responsibility for the production and issuing of periodic Service Management reports across a number of services
- Perform any ad-hoc tasks as requested by the appropriate line manager, e.g. reporting, addressing customer queries etc.

#### General Responsibilities

- Provide administrative tasks within the Service Management department as requested by the line manager
- Develop and maintain a good understanding of the department's Service Level Agreements (SLA's) and the impact these have on the department's work
- Develop and maintain an understanding and a good working relationship with any 3<sup>rd</sup> party organisation Idox may contract with for the provision of services
- Escalate any issues likely to result in the failure to complete a task to line manager as early as possible
- Suggest improvements in procedures and processes to line manager where appropriate
- Ensure all direct contact with customers is carried out in a professional and courteous manner, ensuring the company's image is maintained to a high standard.

#### To be successful, you'll need to bring:

- Experience in data entry and document management
- Able to work within a busy, customer-focused environment
- Ability to quality control your own work and uphold client specifications
- Discipline to ensure departmental procedures are followed at all times
- Customer service skills, ideally in a business to business (or government) environment

- Excellent verbal and written communication skills
- Proven diagnostic skills
- Ability to take ownership of requests to ensure timely responses to customers
- Organisational skills – able to prioritise daily workload effectively
- Confidence in dealing with challenging situations, with the ability to work under pressure
- Initiative, working well in a team and individually.

### **Additional desirable qualities:**

- Understanding of file type conversion software and principles
- Knowledge of planning and building control processes
- Hands-on experience with document management systems
- An understanding of hosted environment principles
- Ability to meet service level agreements.

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## **About Idox plc**

Idox is the leading applications provider to UK local government for core functions relating to land, people and property, such as its market leading planning systems and election management software. Over 90% of UK local authorities are now customers. Idox provides public sector organisations with tools to manage information and knowledge, documents, content, business processes and workflow as well as connecting directly with the citizen via the web, and providing elections management solutions. It also supplies in the UK and internationally, decision support content such as grants and planning policy information and corporates compliance services. Idox delivers engineering document control, project collaboration and facility management applications to many leading companies in industries such as oil & gas, architecture and construction, mining, utilities, pharmaceuticals and transportation in North America and around the world.

The Group employs c.600 staff located in the UK and worldwide, including Asia, Europe and North America. Idox has teams throughout the UK and therefore travel may occasionally be required.

### **The Benefits**

This post commands a competitive salary depending upon experience, along with an excellent benefits package.

### **How to apply**

Applicants should submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why they feel they would be suited to this role to

[Join.Us@idoxgroup.com](mailto:Join.Us@idoxgroup.com)

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions and prevent unsuitable people from working with access to personal and sensitive data.

### **Privacy Notice**

As part of the recruitment process we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read the Idox Recruitment Data Privacy Policy here <http://www.idoxgroup.com/privacy.html>