**Job Specification – adam HTT Limited**

**Job Title:** Support Consultant

**Job Reference:** ada-SC-2021

**Job Opening:** ASAP

**Location of Role:** Milton Keynes

**Salary:** Competitive

**Benefits:**

* 25 Days annual leave (plus bank holidays)
* Personal Training Budget of £1,000 per annum (in addition to other training opportunities provided)
* 16-25 Railcard / Network Rail Card
* Perkbox membership
* Monthly Health & Wellbeing allowance
* Other benefits, including multiple social and charity events each year

**About *adam*:**

**Our mission**

In a business environment, outdated technologies are still relied upon to automate textbook procurement practices that don’t meet the needs of people in the real world. Put into context that means that the most vulnerable in our society are having services arranged for them that don’t best meet their needs, whilst also not maximising taxpayer money. We are fixing that problem.

Harnessing the power of cutting edge technology, *adam* enables the public sector to unlock a strong, dynamic choice of providers, ultimately enabling wellbeing for the individual. The adam Human Touch Technology ™ service connects four stakeholders: The INDIVIDUAL, and their demand for personal wellbeing; The PROVIDER, and their need to meet the demand; The PROFESSIONAL, and their responsibility towards the individual, and community, wellbeing – and The ADVOCATE, the individual or group proactively driving the wellbeing for the individual.

**Job Description:**

As a member of the adam Support Team, you will have a variety of responsibilities that contribute to the successful delivery of our customer contracts. In the role of a Support Consultant, you will ensure all users get the best possible experience from using the adam technology, by providing first-class customer service, training users to buy services as efficiently as possible and ensuring the technology works effectively, so that all users can realise maximum value from our products.

**Responsibilities:**

* Provide reactive telephone, live chat and email support to all users of the adam technology, in line with pre-defined SLAs
* Improve overall customer satisfaction via positive interactions with system users through the regular support channels and on occasion, face to face
* Pro-actively engage with key, operational customer sponsors through phone calls, emails and on occasion, face to face
* Regular surveys and gathering of feedback from users to determine where improvements to the technology and customer experience can be made, which will benefit users and in turn increase their advocacy of the technology
* Proactively monitor system activity for your customer accounts to identify potential issues before they occur and positively impact their overall objectives
* Working closely with the wider internal customer group to ensure successful delivery of the contract and ensuring customer retention
* Analyse data to identify performance trends, creating management reports that can be utilised to design and implement improvement initiatives
* Occasional site visits, delivering presentations

**Essential Skills:**

* Excellent written and verbal communication
* Customer driven with the ability to build long term relationships
* Presentation skills
* Experience in working in a Contact Centre using multiple communication channels like email, chat and phones.

**Desirable Skills:**

* Understands data and analytical skills.

**The Person:**

* A willingness to take initiative and responsibility
* A strong focus on customer service/experience
* Tenacious and adaptable
* Ability to plan and manage change
* Strong ability to multitask and prioritise
* Target driven with an ability to work well under pressure and meet tight deadlines
* Strong problem solving and organisation skills
* Proactive attitude to work

**More About *adam*:**

**Our history**

After many years’ experience of delivering technology to local government, in 2012 we founded *adam* (previously known as Matrix SPS).

We launched with our first customer, in 2012 and after great success quickly invested to build our business to become the leading provider of services procurement technology in the UK. Fast forward just a few years and we have over 50 public sector customers, managing spend of over £1billion, and help government buy a range of services for the most vulnerable in our society from care, to housing, to education and beyond. We are now widely recognised at the leaders in our field and have a range of products in both local government and the NHS.

**Our business today**

Privately owned, *adam* is run by an entrepreneurial management team who genuinely want to make a difference in the world. We build and maintain all of our own technology, which centres on the values of Human Touch Technology – and this presents itself in both the product we build, but also how we do business. To us this is a passion and not just a business, and we treat all interactions with the care they deserve.

We are based in a modern office in Milton Keynes, not far from the station and shopping centre, and have a young and talented team of staff. We now have a range of products that serve both the local government and NHS markets. Over the coming years we will continue to invest very heavily in all of them as we build technology to high standards, quickly, and always with users in mind.

And we’re proud of our results to date. We’ve been awarded the Innovation in Care award at the GB Care awards, we’ve been recognised as a Cool Vendor by Gartner, and we are growing at a rapid rate. The owners are convinced of *adam’s* potential and are investing all profits back into the business to accelerate future growth.

**Our people**

Whilst we undoubtedly have a great product, we are immensely proud of the people within our business. Many of our staff, including much of the senior and middle management teams, have progressed from junior positions within the business.

We employ largely on talent and personality with experience coming second, and all staff are provided a formal but friendly environment within which to flourish. We provide a range of development schemes that staff can access to achieve the progression that they desire. No one person is the same and therefore development is centred around the individual, and the entire management team takes an active role in the development of all of our people.

At the same time, we expect a lot from our staff. Everyone is given their own area of responsibility and you will be expected to work hard to help us achieve our goals. Occasionally deadlines require efforts out of hours, work takes people out of their comfort zone, and we challenge staff to be better at everything they do. However, all of

our staff are supported and nurtured and we provide a hugely rewarding environment to work within.

**Next Steps**

If you think that you are the type of person who would flourish in our business, and that *adam* is the type of company that you want to work for then please email us at [careers@useadam.co.uk](mailto:careers@useadam.co.uk) with your CV and covering letter.