

# JOB PROFILE

<b>Job Title:</b>	Assistive Technology Service Manager
<b>Service Area:</b>	Careline
<b>Grade:</b>	8
<b>Reporting Manager:</b>	Assistive Technologies Manager
<b>Direct reports:</b>	Assistive Technologies Senior Technician's

## Job summary:

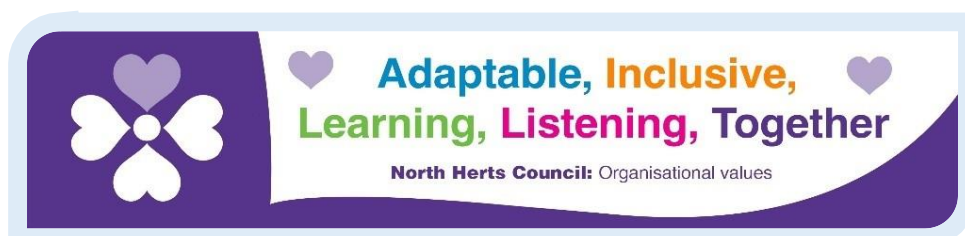
To manage the Careline Assistive Technology Team within Careline, ensuring high-quality service delivery and operational excellence through developing and implementing service procedures and maintaining customer relationships.

In particular, the management of the Careline Service Operations Centre in Hertfordshire so as to ensure that it provides a reliable, efficient, time sensitive, response to life critical incidents around the clock. Also, to ensure that Careline's installation, maintenance, welfare, and response services deliver their goods and/or services consistently and in line with specified standards.

To manage the Research & Development function for Careline as regards the deployment of emergent assistive technology and allied goods/services and also the refinement of existing services so that they remain competitive. To provide technical advice and support to other officers within Careline, commissioners, and logistical partners and manage relationships with key partners, including Hertfordshire County Council, suppliers, and research institutions.

## Key responsibilities:

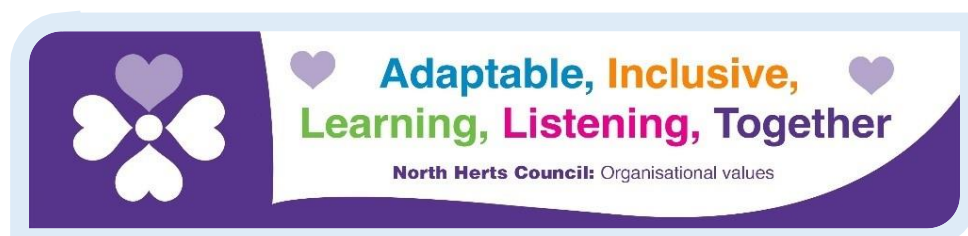
- Develop, maintain and manage the service operation for Careline, ensuring the development and implementation of service standards and procedures for the service delivery department are maintained, throughout the operational period as regards Careline's retail and corporate customers in line with specified performance and/or contractual standards.
- To continuously improve operational systems, processes, procedures, and policies for all of Careline's services, both retail and sub-contract, ensuring that they meet market expectations and are delivered in an efficient and effective way The investigation and response to all retail customer complaint, compliments or comments



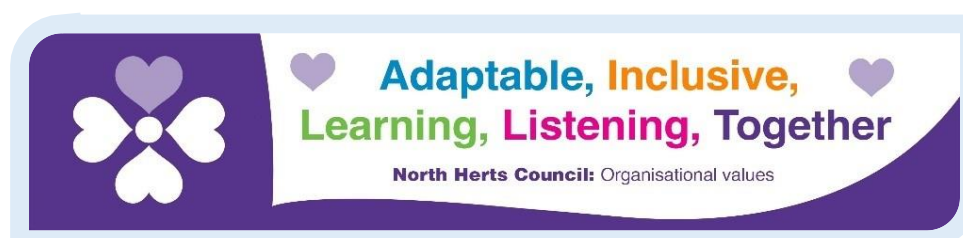
- To contribute, in collaboration with the Assistive Technologies Manager, Assistive Technologies Officer, and the Careline Marketing and Relationship Officer the development of new services including the tendering/procurement for new contracts.
- Implementation of emergent assistive technology solutions and its development, in collaboration with the Careline Marketing and Relationship Officer and the Council's research partner(s), into marketable products and services by Careline and its commissioning/strategic/logistical/research partners.
- Provide principle operational liaison and management between Careline and its logistical partner(s) concerning the delivery of services to new and existing retail customers, and developing contracts with Contractors and Stakeholders
- Manage the technical support between Careline and its corporate customers (or prospective customers) regarding assistive technologies both in the residential market as well as institutional settings.
- Manage liaison between Careline and its hardware suppliers regarding offsite equipment performance and maintenance.
- Manage Careline's equipment remanufacturing programme in partnership with its logistical partner(s) and equipment supplier(s).
- Collection, collation, and reporting of performance indicator data and the development of associated improvement plans. Presenting findings to senior managers.
- To support Careline Operators and Careline's logistical partners/contractor's personnel by the provision of training and advice as appropriate.
- To provide technical advice to customers on equipment operation, care and maintenance and where necessary respond to any service problems and customer complaints.
- Manage the equipment refurbishment programme, and the installation and maintenance services to ensure service quality.
- To provide supportive management to coach, develop and motivate staff and empower them to deliver high quality services and contribute to the achievement of Council priorities.
- Ensure compliance with all relevant legislation, safeguarding policies, and best practices in data protection.
- Manage the Careline vehicle fleet to ensure operational efficiency and effective resource deployment.

Please follow this link to read your general responsibilities:

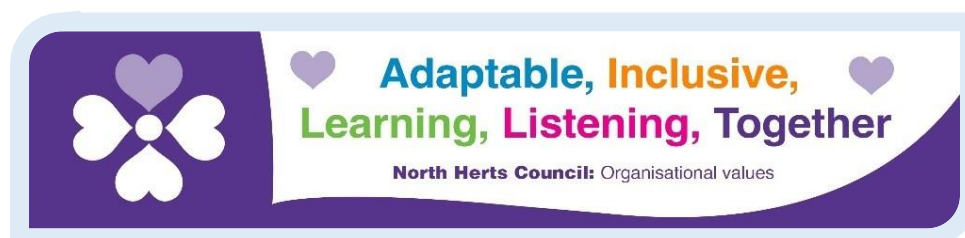
[General responsibilities for employees | North Herts Council \(north-herts.gov.uk\)](https://www.north-herts.gov.uk/employees/general-responsibilities)



Key Requirements:		Essential desirable
Qualifications:	GCSE English Language and Mathematics (or equivalent)	E
	A Level standard or equivalent relevant qualification	E
Job related experience & knowledge:	Extensive experience of managing technical teams.	E
	Experience of managing teams working in shift patterns that operate in challenging circumstances	E
	Experience of managing service desks and technical support operations	E
	Experience of managing equipment purchase, service and delivery environments	E
	Extensive technical knowledge of assistive technology equipment for community alarm, telecare, telehealth, community safety, and sensory impairment applications	E
	Functional understanding of sophisticated Customer Relationship Management (CRM) databases in connection with assistive technology	E
	Good financial management experience including budget monitoring	E
	Understanding of the role of assistive technology to enable those with long term health conditions (and their families) to live independently.	E
	Strong understanding of the legislation around Safeguarding and Data Protection.	E
	Knowledge of installation and maintenance procedures	D
Knowledge of telehealth or other technology to help people manage long term health conditions	D	
Experience of budget setting	D	



<b>Skills &amp; attributes required for the role:</b>	Advanced Information Communication Technology (ICT) skills	E
	Experience of working on own initiative and as an effective member of a team.	E
	Excellent organisational skills and experience of multi-tasking	E
	Experience of planning working patterns and managing teams working shift patterns	E
	Experience of communicating with Assistive Technology Service Users and Professional Referrers, the public and external customers	E
	Experience of training other officers or partner organisations on the use of assistive technology	E
	Good communication, listening and questioning skills when dealing with contacts, clients and other team members	E
	Experience of identifying emergent assistive living technologies and determine their relevance to Careline's clients, current or potential	E
	Experience of transferring applications from one client group to another	E
	Experience of identifying problems and find innovative solutions	E
	Experience of learning and adapting quickly to new initiatives and different situations	E
	Confident in conversing in fluent English which is sufficient to fulfil all spoken aspects of the role	E
	Familiarity with Jontek CRM system	D
	Advanced Information Communication Technology (ICT) skills as regards independent living technology	D
<b>Other:</b>	Ability to attend sites across Hertfordshire and beyond	E
	Ability to work outside core working hours	E
	Current full driving license and access to a car for business use.	E
	This role is subject to DBS clearance.	E
	Ability to work as part of an on-call Rota, including night cover.	E



	Ability to work autonomously and as part of a team.	E
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Signed.....

Date.....

