

Head of Support

Office Location: **Milton Keynes, UK**

Employment Type: **Full time**

Work Location: **Hybrid**

Department: **Support**

We are open to flexible working

Compensation: £45k to £60k **plus bonus, pension and benefits**

Reporting to: **Chief Transformation Officer**

Application process

Please apply online using this application form:

<https://kineticsolutions.typeform.com/to/h0SGsO6u>

About Kinetic

We are the UK's leading supplier of event management and student accommodation software to the higher education sector. Our team of 75 people work out of our Milton Keynes (HQ) and Ludlow offices in the UK and from our US office, generating annual revenues of around £10m; we're growing at around 10% per annum. We're owned by Constellation Software Inc., one of the largest software groups in the world, providing fantastic opportunities for benchmarking, sharing best practice and learning.

Kinetic proudly supports 84% of UK and Irish universities, 60 universities in North America, as well as unique venues such as Lords Cricket Ground and the Merlin Group with our deep and powerful software offering. The culture at Kinetic is one of passion, drive and fun where everyone pulls together to deliver an outstanding customer experience, growth and profit.

We support personal development and build on individual strengths, providing options for career progression across our business.

Kinetic is working towards an exciting but achievable goal of growing our revenues to £25M by 2025 through innovation and the reimagining of our product set. This will not only cement our dominance as market leader in the UK but also expand our presence in international markets.

Summary

You are a leader who recognises excellence and encourages autonomy and personal development. You recognise and build on people's strengths. You're a great communicator with customers and staff and a fantastic problem solver. You believe that our community of 350 customers across the globe and 70+ staff are at the heart of what we do and you're committed to service excellence; continuous improvement is part of your everyday life, planning, delivering, measuring and improving our operations.

Our help desk processes over 8,000 tickets per year for our Kx, Room Service and Student Life brands working from our Milton Keynes and Ludlow offices. Our 1st and 2nd line teams of 13 specialists have deep application and domain knowledge, providing that point of help for customers who are stuck, need advice and help or have come across a snag.

As one of our Strategic Management Team you lead our support teams across multiple brands, delivering a service that our customers love. You're with us on a journey to the cloud as we re-imagine our established products and you work closely with our products and 3rd line team to design out complexities.

Responsibilities

You are responsible for the performance, development and growth of our customer support team, reporting to the Chief Transformation Officer, and contributing to our Strategic Management Team

Reaching out to our market, engaging with our customers and representing us with user communities, sector associations and related events

Communication strategy and execution – internal and external

Our learning and development programme, including best practice, articles and knowledge base

Performance and support of staff, regular 1-1s, quarterly reviews and annual appraisals

Tracking Key Performance Indicators and SLAs

Process design, efficiency and effectiveness, staff structure and planning, practising continuous improvement (plan, do, review, act)

Co-ordinating, reporting and communicating with other departments including R&D (and our 3rd line team), Sales, Customer Success, Professional Services, Marketing, Finance, the SMT and the Board

Point of escalation for security incidents, client SLA breaches, service issues, and feedback

Setting a great example:

- Encourage a culture of empowerment, within our business and with our customers
- Engage with our community, across our business and with our customers and their representative groups
- Innovate, taking ideas that create better processes, solutions and outcomes
- Help us all evolve through continuous improvement; plan, deliver and implement, measure and check progress, review, learn and take action.

Competencies

Leadership – accountable for actions, maintains confidentiality, supports company values

Customer centric – anticipates and creatively meets customer needs and proactively addresses emerging trends, negotiates and influences

Team building – maintains a shared sense of commitment, co-operation, spirit and pride

Execution – meets corporate objectives by delivering services to plan and motivated to achieve excellence

Initiative – takes independent action, solves problems, seeks out new responsibilities, practices self-development

Innovation – generates new ideas, alternatives and possibilities used in problem solving to implement smarter ways of doing things

Strategic – thinks longer term, planning for the future as well as the present

Communication – listens actively, communicates in a timely manner, manages conflict, effectively expresses ideas, selling new ideas and services internally and externally

Driving licence

Yes, some travel is expected

Experience

Prior people management experience essential. Higher Education experience ideal, not essential

Product and market knowledge (desirable not essential)

JIRA, Higher Education

Technical skills and capabilities (desirable not essential)

SQL Server

Benefits

All staff have access 'Kinetic Cares', our flexible benefits package.

- Company bonus scheme
- Minimum 25 days holiday annually plus public holidays
- Wellbeing and charity days
- Company contribution to pension
- Great maternity, paternity benefits
- Company sick pay
- Excellent training and support
- A company portal of staff benefits, which is customisable by you including private health care, life assurance, personal development, cinema tickets, wide range of discounts at retailers and much more!

Kinetic provides excellent working environments at its offices, including kitchens with free tea, coffee and refreshments. Our social committee organises activities and events. All staff have access to a flexible benefits package.

Other information

You will need to provide

- proof that you have the right to work in the UK
- a reference
- a DBS check