

INSIGHT LEGAL

S O F T W A R E

JOB TITLE:	Support & Training Manager
PLACE OF WORK:	Head Office (Farnborough)
PRINCIPLE REPORT:	Professional Services Director
RESPONSIBLE FOR:	Managing the team responsible for the support and training of Legal Practice Management / Accounts Software for multiple clients Ensuring that excellent levels of customer service and client rapport are maintained Contributing to the firm's customer retention target

SCOPE AND GENERAL PURPOSE:

To ensure that Insight Legal Software Ltd is at the forefront of its market and in order to best serve our existing clients and to grow the business through the provision of innovative and quality user-friendly software.

KEY TASKS AND DUTIES, ACTIONS AND RESPONSIBILITIES

- Provide effective management of the Software Support & Training team to deliver efficient and effective business results
- Design and implement systems and processes for effective planning and management of SLAs and KPIs in a way that maximises efficiency and productivity
- Support staff to grow with the business through formal and informal training and coaching, creating a high performing team environment
- Work proactively with the project manager, sales manager, development manager and other department heads to ensure that all teams are working effectively together

- Visit the staff teams in our other office locations in Scotland and Northern Ireland, to ensure that they are supported and that everyone is working as one team
- Bridge gaps between teams/team members, creating constant and effective communication
- Demonstrate an understanding of our Customers' requirements and be the "Customer Champion", ensuring that their needs are met and their expectations exceeded
- Visit customer sites where required in order to build and maintain business relationships
- Lead the development of documentation of operating procedures for key business processes to drive quality, consistency and continuous improvement
- To anticipate customer needs whenever possible to enhance the quality of service offered by the Company and to ensure customer loyalty is maintained
- To carry out staff reviews, appraisals and 1-to-1s as and when appropriate
- To comply with all statutory legislation and to identify and report any risks or hazards
- To carry out any other reasonable task as deemed necessary by your Line Manager and the Managing Director

	ESSENTIAL	DESIRABLE
ATTAINMENT/ EXPERIENCE	Experience of working in a team leader/management role	University/College qualification. Experience in a software support environment
GENERAL INTELLIGENCE	Demonstrates initiative Intuitive Good cognition Methodical Numerate Articulate	
SPECIAL APTITUDE	Customer Confident Ability to prioritise IT Literacy Software Literacy	Software Company experience Knowledge or experience of the workings of a Solicitors' practice
DISPOSITION	Enthusiastic towards their work Ability to take the initiative Keen eye for 'attention detail' Can do will do attitude Patient Professional Calm Logical Rational Customer focused Career orientated	Looking for a real challenge
CIRCUMSTANCES	Committed to continuous professional development	