

Position: Head of Support Services for Cloud Insurance Software

Location: UK – Reading or M4 corridor/ Norway

Employment Type: Full Time

Hiring requirement: 01

Job Description:

Overview: As the Head of Support Services for our innovative Cloud Insurance Software, Seamless, you will play a pivotal role which involves strategic planning, team leading, and ensuring our clients receive the highest level of assistance. If you have a passion for customer success, a deep understanding of cloud technology, and leadership experience, we invite you to join our team and shape the future of support services in the insurance software industry.

Key Responsibilities:

1. Strategy and Partnerships:
 - Develop and execute a comprehensive support strategy aligned with the company's goals and customer satisfaction objectives.
 - Collaborate with cross-functional teams to ensure customer success and satisfaction.
 - Be aware of the product roadmap and when new features are delivered into live.
 - Be aware and prepared for the onboarding of new clients.
2. Triage
 - Be able to triage incoming tickets and to allocate them to appropriate internal personnel, teams or refer them back to customer as appropriate (e.g. to gather more info)
 - To train others to do likewise, and/or look to implement modern practices (e.g. AI) to be able to scale this necessary function.
3. Team Management:
 - Oversee day-to-day operations, ensuring efficient ticket resolution, and providing guidance on complex support cases.
 - As and when needed, and in line with company objectives, help to scale the team - recruit, train, and mentor support specialists. As well as, from day one, foster a culture of continuous learning and development.
4. Process Optimization:
 - Continuously assess and enhance support processes to improve efficiency and customer experience.
 - Implement industry best practices and leverage innovative technologies to streamline support operations.
5. Performance Metrics:
 - Define and track key performance indicators (KPIs) to measure the effectiveness of support services.
 - Analyze data to identify trends, areas for improvement, and opportunities for proactive support measures.

Qualifications:

1. Essential

- Bachelor's degree in business, Computer Science, or a related field. Advanced degree is a plus.
- Proven experience in a leadership role overseeing support services in the insurance industry, preferably cloud based.
- Strong strategic thinking and problem-solving skills.
- Excellent communication and interpersonal skills.
- Self-motivated and able to work remotely.
- Able to travel within the Eurozone.

2. Good to have.

- Used JIRA, JIRA Service Management and Confluence
- Basic understanding of AWS
- Experience of multi-tenant and micro-service solutions
- Experience of low-code/no-code solutions
- Familiarity with Agile methodologies and experience collaborating with development teams.
- ITIL Qualified