



# Community Support Officer

<b>JOB DETAILS</b>	
<b>Job Title:</b>	Community Support Officer (0.4 FTE)
<b>Reports to (title):</b>	Membership and Support Manager
<b>Date:</b>	October 2019

<b>PURPOSE OF THE JOB</b>
<p>Cochrane's Community Support team is the first point of contact for the international Cochrane community. We provide a timely and coordinated support service, resolving queries covering a broad range of areas including Cochrane Account login, Cochrane review software (e.g. Archie, RevMan), membership, training, websites, sales and research. The Community Support Officers are the day-to-day face of the team answering the majority of queries and escalating complex enquiries appropriately.</p> <p>This team sits within the People Services department, which provides all people-focused services within Cochrane, including inclusive learning programmes, platforms to enable participation in diverse Cochrane activities, human resources, consumer engagement and a wide range of internal and public-facing support services.</p>

<b>PRINCIPAL ACCOUNTABILITIES/KEY RESULT AREAS</b>
<ul style="list-style-type: none"> <li>• Act as the first line of contact for support enquiries from the Cochrane Community and users of designated Cochrane services, presenting a friendly, supportive and efficient public face for our organisation.</li> <li>• Respond to incoming queries in our support Helpdesk or via email, based on standard operating procedures and established stock responses or, when necessary, refer queries efficiently to appropriate subject matter experts.</li> <li>• Respond to queries within agreed time frames in accordance with team SLAs.</li> <li>• Work with subject matter experts to identify and develop responses to queries relating to Cochrane software, membership, training, sales, websites and research.</li> <li>• Maintain excellent communication and working relationships with Cochrane's diverse international contributors, including Cochrane Groups, staff, trainers, methodological and content experts, review authors, editorial teams, consumers and others.</li> <li>• Contribute to the management of Cochrane's web pages dedicated to community support needs.</li> <li>• Develop the bank of stock responses and Knowledge Base articles in our Helpdesk.</li> <li>• Accurately update and interrogate the Cochrane CRM (customer relationship management) system and other databases as required.</li> </ul>

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- Set up, schedule, run and send regular and one-off reports from the CRM for a range of internal customers.
- Support Community communications by managing the process of sending newsletters and one-off mailings through the CRM system and MailChimp.
- Contribute to the continuous improvement of standard operating procedures and all aspects of community support.
- Assist in the evaluation of the Community Support Team activities, including the design and collection of management and performance data and synthesis of reports.
- Contribute to the development and implementation of team work plans.
- Undertake any other duties that may be considered appropriate.

### PERSON SPECIFICATION

#### Essential:

- Experience in providing excellent customer service, including excellent interpersonal communication skills; a courteous, professional manner; and the ability to manage complaints with diplomacy and resilience.
- Proactive and flexible approach to learning new systems and products in order to provide the best possible customer support.
- Experience with software and systems related to customer service, such as HappyFox, Jira, SugarCRM and MailChimp.
- Excellent English-language communication skills (both verbal and written), including experience in communicating technical content, tailoring standard communications to individual requirements, and working with people from a variety of cultural and linguistic backgrounds.
- Good attention to detail to ensure that community members always receive accurate information.
- Experience in working collaboratively within complex organisations, including diverse and geographically-dispersed staff, collaborator and stakeholder groups across different time zones.
- Self-motivated and results-oriented, with excellent organisation and time management skills, including the ability to work to deadlines as part of an interdependent team working remotely.
- Familiarity with and commitment to Cochrane's mission and values.
- Openness to continuous professional development and training.

#### Preferred:

- Experience in providing customer service in a healthcare, research or software environment.
- An understanding of Cochrane's work in the production of systematic reviews of healthcare evidence.
- The ability to provide support in a second language other than English would be an advantage.
- Experience working with teams in a not-for profit or low resource setting.
- Understanding of data protection and handling of users' contact details and personal data.

### KEY INTERFACES

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**Internal:**

- The Community Support Officers are supported by the Membership and Support Manager, second-line support teams and subject matter experts who provide responses to escalated queries.
- This team sits within the People Services Department, which is part of Cochrane's Central Executive Team.
- This team serves and collaborates with all Departments in the Central Executive Team, Cochrane Groups, Cochrane Innovations, Cochrane members and other Cochrane contributors.

**External:** Subscribers to Cochrane's online learning and software services, the general public.

**DIMENSIONS**

**Budgetary responsibility:** N/A

**Number of direct and indirect reports:** N/A