



OpenMedical

At Open Medical, we are a team of dynamic and diverse individuals with one common goal: improving healthcare through digital excellence.

We are digital health experts behind the award-winning clinical workflow platform Pathpoint. Our mission is to join healthcare providers on their journey towards digital transformation to facilitate streamlined, future-proof patient pathways and foster collaboration among distributed teams, bridging the gap between primary, secondary, and tertiary care settings.

With team members hailing from various different countries and diverse backgrounds, we value and promote an environment of diversity, inclusivity, and belonging. We are passionate about enabling our team to excel and reach their full potential. With a coaching culture and a focus on personal development, we empower our employees to do their best work.

Join us in our mission to transform healthcare through digital innovation and be part of a team that is shaping the future of patient care.

Sitting within the Digital Delivery team, the successful candidate will play a key role in delivering support and training excellence. As the Client Support and Training Coordinator, your main responsibility is to ensure that both, internal teams and clients receive the necessary support, guidance, and training to fully utilise our digital workflow system Pathpoint. You'll also be providing Level 2 Helpdesk support (via emails and telephone) and will contribute knowledgeable insights to improve the delivery function. As an active member of the team, you'll be heavily involved in creating training programs, materials and knowledge base articles.

The initial interview phase for this position is scheduled for 30th April and 3rd May. The conclusive in-person interview will take place on 21st, 22nd and 23rd May.

This is a full-time, office based role in Ealing Broadway, London, with occasional national/international travel.

What you will be doing

Client Support

- Provide Level 2 Helpdesk support and training to clients who use the company's products, replying to inbound queries via emails and calls (direct/escalate unresolved issues to the next level of support personnel, record events and problems and their resolution in logs, follow-up and update client status and information)
- Ability to triage and deal with critical requests during out of hours support (remote out of hours on call support on a rota basis with an on-call bonus payable)
- Ensure timely and effective resolution of customer issues, inquiries, and requests in line with Open Medical's Service Level Agreements (SLAs)
- Implement and take ownership of the helpdesk support procedures, KPIs and tools for the training & support functions



- Work collaboratively with other functions and team members to address and resolve technical issues.
- Implement best practices to enhance client satisfaction and loyalty
- Ensure clients remain satisfied with the product by educating them about functional capabilities and possible upgrades
- Ownership of system audits and checks
- Continuously evaluate and improve the customer support and training programs to align with industry standards, platform enhancements and client expectations
- Responsible for system audits and checks, with ad hoc tasks on supporting general management of all existing clients.

Training

- Develop comprehensive training programs for clients, including onboarding, product training, and certification
- Delivery of user training in both remote and onsite settings, with individuals as well as small and larger groups
- Take initiative in supporting and training Pathpoint users during NHS doctors rotation
- Take the lead in the creation and maintenance of training materials, documentation, and online resources to support client training initiatives
- Oversee the delivery of on-demand, virtual, and in person training sessions for clients, ensuring they are well-versed in the software's functionalities
- Collect and analyse customer feedback and metrics to identify trends and areas for improvement in both the support and training functions

General

- Generate regular reports on support and training performance, presenting findings to management
- Promoting efficiency by implementing improved operational procedures

What We are Looking For

Skills and Behaviours

- Excellent oral and written communication skills, and the ability to compose documentation appropriate to a wide ranging audience.
- A fast learner with passion for helping others and a positive attitude, able to work well in a team.
- Must demonstrate initiative and be self sufficient in managing day to day tasks.
- Excellent interpersonal skills and ability to build and maintain commercial relationships and networks.
- Excellent time management skills with the ability to re-prioritise and adapt quickly. Ability to multitask, work efficiently under pressure, and deliver to deadlines whilst maintaining composure at all times.



- Excellent problem solving skills, able to deliver a service that is helpful, informative and delivered in a language that everyone can understand.
- Engaging communication style, at ease with talking to clients with a keen eye to getting to the route cause of the problem, and a way with words that makes technical topics easy to understand and confident in adopting different questioning techniques to extract crucial information from clients, who may not be very familiar with technology or technological terms.
- A calm, patient and reassuring manner when speaking with clients and dealing with queries
- Enjoys the opportunity to take ownership over training materials, ensuring they are standardised and kept up to date and easily accessible.
- Enjoys delivering training to both groups and individuals, in a virtual and in person setting, taking users through a guided learning journey, with the confidence to manage group dynamics and answer questions.
- Excellent attention to detail and takes pride in producing high quality work.

Qualifications, Knowledge and Experience

Essential

- Previous experience in Customer Service/Client Success roles, with software products
- Experience in Level 1 & 2 Helpdesk (minimum one year)
- Experience in training in the software industry (minimum one year)
- Designing and implementing successful training and enablement programmes including remote learning

Desirable Requirements

- Bachelor's Degree in a relevant field
- Previous experience in the healthcare or health tech industry
- Experience in a start-up/scale up environment
- Conception of support processes, tooling and reporting
- Prior use of the following software; ClickUp, Miro, Jira, Github, Zendesk or other helpdesk softwares

Benefits

- Holiday: 25 days per annum (plus National and Bank holidays)
- Bonus Scheme
- Private Health Insurance
- Cycle to Work scheme
- Access to a CPD/Learning budget
- Paid sickness and compassionate leave
- Salary: £30- £35k dependent on experience



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