

Escalation Manager

CIPHR are a rapidly expanding, innovative, UK based tech company who provide online (SaaS) HR systems and solutions to help organisations attract, engage, manage and retain their workforce more effectively. CIPHR's mission is to be a strategic partner in the delivery of software and services, to unlock the true value of people-related data. We work hard to meet customer demands through software, outsourcing, data management, and new forms of knowledge-based services.

With ambitious growth plans, and working in a rapidly changing and developing market, we are looking for extraordinary and talented people that will implement creative and innovative ideas and solutions.

We want to continue to expand our growing workforce with creative professionals who can add value and originality to our teams. Employees need to be dedicated to providing top-quality services and have the ability to develop a wide understanding of key HR issues and what CIPHR does to resolve them.

About the role

Our business is growing, and we are seeking an Escalation Support Manager to enhance our customer support team. You will be reporting directly to the Director of customer support and have the ability to drive and influence the customer support experience. In this role you will be:

- Prioritising and accelerating escalations relating to customer's CIPHR solutions ensuring visibility, traction and ultimate closure of the escalation or incident
- Analysing customer reported issues and identifying the technical teams that need to be involved in the incident or escalation
- Establishing correct expectations with customers and managing remedial plans of action through effective communication
- Working closely with customers and support teams to define technical problems, determine solutions and assist customers in implementing resolutions
- Assisting the customer support team by using the problem-solving techniques for identifying workarounds, root cause and solutions
- Creating, communicating and executing the incident response strategy and actions for individual incidents
- Acting as an Incident Commander for major incidents, driving resolution by partnering and collaborating with Technical Operations, Development and Customer Success
- Leading Incident post-mortems and championing a culture of continuous improvement of operations and execution within CIPHR
- Owning all incident notification systems and responsible for ensuring the business is informed and trained on Incident Management and Escalation Management procedures

About You:

- You have a technical background and experience with using reporting and monitoring tools
- You love building strong relationships with customers and reducing the impact of escalated issues
- You are confident with the ability to communicate complex information internally and externally
- You excel at prioritising and executing tasks in a fast paced, high-pressure environment
- Experience managing technical incidents, whether as part of a technical support team, or as an escalation manager
- You are highly organised, eloquent, and skilled at taking charge of situations
- 3+ years in escalation management and/or technical support experience

What we offer:

Apart from a working with a great team, a growing company and having the chance to learn and enhance your knowledge and qualifications, we offer:

- 25 days annual leave (28 after 3 years service), plus bank holidays
- Pension
- Regular training
- Life assurance
- Medical Cover and Dental cover
- Perks at Work – access to exclusive discounts, cinema tickets, etc.
- Free annual health screening
- Gym Loan
- £1,500 employee referral scheme