



Digital Support Analyst Recruitment Pack

A Company of Aareal Bank Group

www.aareon.co.uk



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Welcome

Digital Support Analyst– Office based, Southampton, SO16 7QJ

Thank you for your initial interest in Aareon UK.

Who are Aareon? We deliver Housing Management and Digital Solutions to social housing providers, helping them to support their tenants and improve customer satisfaction by reducing costs and making business processes more efficient. Our sole focus on UK Social Housing, for over 50 years means we understand the challenges our customers face. Our experience and expertise enables us to work with our customers to create a comprehensive transformation plan and by approaching the project together we are able to deliver the solutions that enable them to meet their organisations objectives. We put our customers tenants at the heart of everything we do.

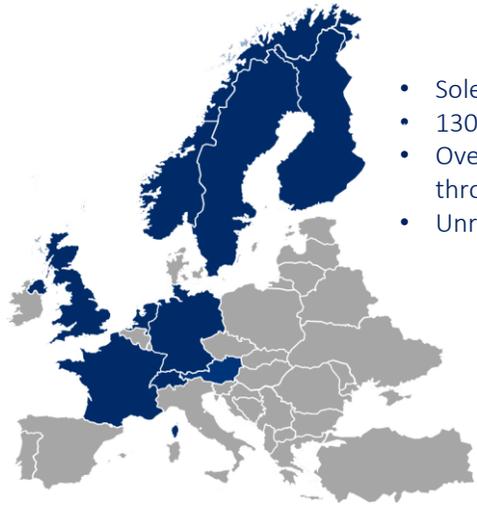
We are part of Aareon AG, the leading European provider of systems and consulting services for the property industry. In over 60 years of corporate history, Aareon AG continuously set new standards when it comes to controlling complex business processes. Customers can rely on our extensive know-how, sophisticated applications and intensive support by specialists with many years of market experience. All this culminates in secure solutions that lead the way, are tailored to the requirements of our respective markets and help customers reach their goals. Aareon AG offers expertise in the areas of consulting, software and services for the optimisation of IT-based business processes in the digital age.

Currently, we support more than 2,800 customers with over 10-million housing units. A wholly owned subsidiary of the Aareal Bank Group, Aareon has its head office in Mainz, Germany, and operates a total of 28 locations. International subsidiaries are located in the UK, France, the Netherlands and Nordics, with more than a third of Aareon's 1,400 employees working outside Germany. In addition to central, country-specific ERP systems, Aareon offers digital solutions for all processes in the property industry, including CRM solutions, document management systems, mobile applications, internet-based service portals and much more.

In the UK, we are over 120-employees with offices in Coventry, Southampton and Swansea and have a well established and experienced team of professionals. The Digital Support Team are dynamic and pro-active in their approach and put the customer at the front of everything they do. Joining the team will allow you to be part of the journey that the department is currently going on, which will transform the service that each and every one of our customers receives. So if you are searching for a challenging opportunity where you can have a voice, add real value through passion and commitment and help drive and deliver great service for our customers then we'd like to hear from you.

Best regards

Raj



- Sole Focus on Housing
- 130+ Customers in the UK
- Over 10m units managed on Aareon software throughout Europe
- Unrivalled European Investment and Expertise



- Empower Tenants to Self-Serve 24/7 via their Preferred Channel
- Optimise Processes and Increase Efficiency to improve multi-discipline delivery
- Enable Realignment of Resources to Support your Vulnerable tenants
- Deliver best in class data integrity and functionality for Asset Management
- Support Automation of Health & Safety Compliance & Regulatory Returns



Aareon

- Expert industry knowledge working with you to redefine and optimise your processes
- Partnership approach to de-risk implementation and deliver rapid operational value
- Agile workshops allow iterative & dynamic customer-led workshops

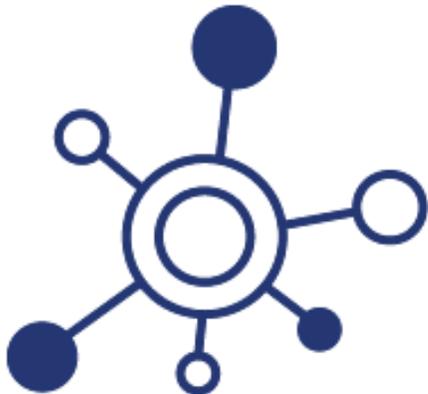


“By reducing the cost of serving customer transactions, we have more money to invest in our existing homes and services.”

Tom Battersby, Head of IT, CURO



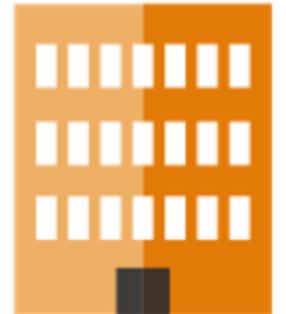
- Digital eco-system and open platform technology
- Community and tenant Whole Life Cycle solutions
- Data Led innovation for rent collection and arrears
- Strategic guidance to driving the digital ready agenda
- Re-define property management and support communities through IOT



- Optimise current solutions and build new capability aligned to your strategic plan
- Help you build and agile digital roadmap with milestone planning
- Proving strategic and operational value to support businesses cases



- Re-imagining tenant engagement to support ‘digital communities’
- Digital solutions that support independent living
- Embed data insights and analytics via intelligent dashboards
- AI & BI to automate and re-engineer processes, delivering value for money
- Predictive Maintenance and Smart Buildings



Snapshot

Aareon UK

Aareon are the leading European Housing IT Provider, with over 10 million units of housing stock managed on our software throughout Europe. Our position as a profitable, growing and innovative organisation enables us to set the standard for business processes in the housing sector both today and in the future. We deliver tailored enterprise-wide solutions for our clients.

As social housing in the UK becomes more complex it requires more sophisticated IT systems; comprehensive, scalable and as versatile as the tasks that our clients have to deal with.

Whether Aareon implements an enterprise-wide solution or optimises and customises a number of individual modules to complement our clients existing applications, each Aareon solution encompasses years of know-how, the experience of more than 130 implementation projects and over 50 years of social housing expertise.

3

Offices

120+

Staff

£13m

Revenue

130+

Customers

Aareon UK Values and what we stand for...

We are a people business!

We create value for our customers and their tenants.

We are Aareon...

- **We Are Open** – We can voice our opinion and say how we feel; we are open-minded; curious and imaginative
- **We Are Trustworthy** – We trust each other with what we say and what we do. It's okay for us to make mistakes; we keep learning and improving
- **We Are Honest** – We believe in honesty; there is one version of the truth; we appreciate integrity in ourselves and others; we are fair and sincere in all our dealings
- **We Are Communicators** – We speak clearly and simply; we make sure we are understood in order to get things done; differing opinions are valuable to us and we respect each others input



One Aareon



Customer First



Create Value



We Care



Deliver on time



Take Ownership

Role Description

Digital Support Analyst– Office based, Southampton, SO16 7QJ

We are currently searching for a new team member to join our Support Team in providing analytical and dedicated support on our bespoke software application within the UK.

You will report to the Digital Support Manager and will be the Single point of contact for the Customer. You will provide full support for the digital products which includes Incident Management, Problem Management with some potential Change Enablement.

You will need to be a team player by providing support and working as part of a team to resolve incidents within defined SLA's. A very high percentage of the teams contact with the customer is via telephone so you will need to present yourself and the business in a professional and courteous manner whilst maintaining the exceptional service that we strive for each and every day.



Key Responsibilities

Digital Support Analyst – Office Based, Southampton SO16 7QJ

1	Investigate incidents and apply resolution(s) accordingly, utilising tools provided and other documentation as necessary in resolving or reproducing issues
2	Incident Management – Monitor, manage and plan your queue on a daily basis, prioritising and categorizing, while balancing workload to ensure incidents are assigned correctly
3	Ensure all incidents raised within the service management platform are fully documented and hold the correct information to ensure investigations can start in a timely manner.
4	Endeavour to investigate and resolve incidents within the customer specific/Aareon UK defined SLA guidelines.
5	Provide concise and relevant information when defining a software fault/requirement to assist the development/consulting department with the resolution of the fault or enhancement request.
6	Be a strong advocate of the Aareon UK values on each and every incident raised and on each interaction you have with the user or customer, third party organisations and colleagues.
7	Ensure user/customer satisfaction is maintained through the lifecycle of the incident workflow.
8	Support, promote and cooperate with fellow employees in the attainment of Aareon's goals and objectives to provide a quality service to customers.
9	Provide continual feedback to management on product improvement and value streams.

Skills & Pre-requisites

Personal Skills

1	Strong communication skills, both written and oral, adapting to all levels of audience
2	Emotional Intelligence
3	Possesses the ability to stay focused when under pressure
4	Ability to quickly learn new applications and technologies
5	Energetic and friendly, upbeat personality with a very positive “can-do” attitude
6	Strong focus on your own personal development

Technical Skills

1	Experience of SQL
2	1 st /2 nd Line Application Support experience
3	Experience of Service Desk Management software
4	Natural analytical and problem solving attitude
5	Experience of communicating to customers at all levels
6	Experience of Infrastructure & Networking (Domain + DMZ)

Desirable Skills

1	Experience/Knowledge of Social Housing
2	Experience of translating problems and updates into written form in a structured manner
3	Understanding/Qualification of ITIL v4 Foundation
4	Understanding of Web Applications (IIS)
5	Working Knowledge of Virtualisation

Competencies

Digital Support Analyst – Mid-Level

Professional	Team	Management	Communication	Customer
The ability to deal with interactions logically and independently by using acquired knowledge and skills. The ability to solve and/or anticipate possible problems. Be open to developing and maintaining your knowledge and skill set in order to deliver a professional service.	The ability to understand team goals and to have the motivation to achieve them. The willingness and ability to integrate with internal and external teams. Considers the needs of colleagues and supports them in order to help them achieve their best. Shares and transfers skills and knowledge within own team and the business in order to assist in reaching overall goals	The ability to plan, organise and prioritise workload in order to work in line with your goals, team goals, company goals and group goals making sure they always line up with the flight plan. Being able to lead, empower and delegate where necessary and take responsibility for actions and outcomes. Understand the required results and be flexible and multi-orientated in order to achieve them.	The ability to listen, talk, understand and convince. Listen means being open to wishes and positions of others and stepping aside when needed. Talk means being focused and clear in the way you communicate and always check your understanding of the situation. Understand means knowing your audience and what method would be best to use in order to communicate with them. Convince means that the solution presented is accepted and carried out by customers and colleagues.	Listen to, understand and manage the customer's goals and expectations in order to help them achieve their desired outcome. Constantly strive to improve the customers' situation. Follow up with the customer in order to promote satisfaction and offer further assistance if needed. Build and maintain strong customer relationships with a focus on giving them an excellent customer experience.
Required: Level 3	Required: Level 3	Required: Level 2	Required: Level 2	Required: Level 3
<ul style="list-style-type: none"> ✓ Has advanced knowledge to perform the job and anticipates possible problems ✓ Needs no guidance in any interactions or problem solving ✓ Regularly takes time to improve their knowledge and skill development ✓ Takes part in the transfer of know-how 	<ul style="list-style-type: none"> ✓ Systematically shares and transfers skill and knowledge to others ✓ Is acknowledged as a person of trust and a qualified point of contact and helps employees integrate themselves in to different teams ✓ Mobilises the employees relevant for the tasks ahead, also outside his/her own team and encourages cooperation 	<ul style="list-style-type: none"> ✓ Takes the initiative and assumes responsibility for projects ✓ Knows and understands the core processes of their working environment ✓ Understands where their goals fit in to the company and to the overall group flight plan 	<ul style="list-style-type: none"> ✓ Uses different ways of communication appropriately ✓ Listens to the audience and takes their opinions into consideration in a respectful and constructive way ✓ Able to express his/her position convincingly ✓ Able to provide appropriate feedback 	<ul style="list-style-type: none"> ✓ Appropriately assess the situation and environment of the customer ✓ Makes contact on his/her own initiative to improve the customer's situation ✓ Is fully accepted as a point of contact

Package & Benefits

Digital Support Analyst– Office based, Southampton, SO16 7QJ

Salary:	£28,000-£32,000 dependent on experience
Contract:	Permanent
Reports to:	Digital Support Manager
Benefits:	<ul style="list-style-type: none">- Pension (5% employer)- Life Insurance x 4- 2 x Health Schemes- 25 days Holiday (plus Bank Holidays)- Perkbox Employee Engagement Platform- Enjoy Benefits Salary Sacrifice Schemes- Flexible working environment- EAP- Employee Assistance Programme- Enhanced Paternity and Maternity- Volunteer Programme

Any offer of employment is subject to successful references.

Interview Process

Digital Support Analyst– Office based, Southampton, SO16 7QJ

Stage 1	30 min Telephone Interview with Raj Khanna, Digital Support Manager
Stage 2	Face to Face Interview (virtual WebEx) with Raj Khanna, Digital Support Manager , Igor Jecov, Digital Support Team Lead and Genevieve Davey-Smith, Head of Human Resources
Stage 3	20 min Telephone (virtual WebEx) with Rob Griffiths, Managing Director and Tina Kennedy, Head of Digital

Feedback will be provided after each interview stage.



“Coming together is a beginning. Keeping together is progress. Working together is success.”

Henry Ford