

**WILTSHIRE COLLEGE & UNIVERSITY CENTRE**

**JOB DESCRIPTION**

<b>Job Title</b>	Customer Service Advisor – Contact Centre
<b>Salary</b>	Grade 3
<b>Location</b>	Trowbridge
<b>Reports to</b>	Head of MIS and Reporting

**Main Duties and Responsibilities**

**Telephones**

1. To ensure all phone calls to the main college phone line are answered promptly and in line with Service Standards
2. To take messages and forward via email to staff, as required
3. To answer queries and give information about courses as required
4. To deal with any emergency calls, or Safeguarding calls, following the college procedures
5. To take part time telephone enrolments and payments as required

**Admissions**

1. To assist the admissions team by processing Application requests in Pro Solution in a timely manner
2. To contact applicants for additional information required to process their application by email or on the phone
3. To assist the wider department with adhoc tasks in busy periods including telephone campaigns, enrolments, and destination calls

**Customer Service**

1. To provide a high-quality service to all customers both internal and external, on the telephone, through the online web chat or by email in line with service standards
2. To liaise with the customer services teams at each campus to develop and maintain a harmonised, consistent, and high-quality service to all internal and external stakeholders.

**Information and enquiries**

1. To provide impartial information to students, prospective students, parents and other customers and staff within the framework of the College's Information, Advice and Guidance Policy.
2. To keep up to date with course information on our website and liaise with the Admissions or MIS Team over queries
3. To provide information on courses, fees, entry criteria and how to apply/enrol.
4. To provide information about student finance support, fees and residency issues

## Other

1. To comply with College Health and Safety policies and take appropriate responsibility to ensure the health and safety of self and others.
2. To understand, comply with and promote the colleges Safeguarding policy and procedures.
3. To understand, comply with and promote the colleges Diversity policies and procedures.
4. To understand, comply with and promote the colleges Data Protection policy
5. To engage in continuous professional development.
6. To provide occasional cover for Customer Services on other sites, as required
7. To undertake such other reasonable duties as may be required from time to time and review this Job Description at least annually through the College appraisal scheme.

## PERSON SPECIFICATION (E = Essential D = Desirable)

<b>Method of Assessment</b>	<b>Essential or Desirable</b>	<b>Application Form</b>	<b>Interview</b>
The table indicates the method by which the skills/knowledge/level of competence in each area will be assessed.			
<b>Qualifications</b>			
To hold Literacy and numeracy to level 2 (GCSE A-C/9-4)	E	X	
To have a Level 3 qualification in Administration, IAG, Customer Service or similar	D	X	
To be willing to complete a Level 3 qualification in a relevant area	E	X	
Commitment to and evidence of continuous improvement and development at work	E	X	X
Be proficient in the use of Microsoft Office applications e.g. Word, Excel, Access, PowerPoint and other bespoke packages. Be confident working with data and IT systems	E	X	X
Have an understanding of Information Technology and Management Information Systems (MIS). You will be expected to complete the College IT/MIS core competencies programme within the first 6 months of your employment,	E	X	X
<b>Knowledge / Previous Experience / Skills / Ability</b>			
Strong track record of effective Customer Service provision	E	X	X
A good understanding of the College's core business, priorities, values and learner support needs	E		X
Demonstrate the ability to deal with all types of customers and remain unflappable and calm in difficult situations	E		X
Provide evidence of successfully working as part of a team and openly exchanging information and supporting colleagues.	E		X
Good communicator	E	X	X
Ability to work in a team	E	X	X

Demonstrate effective organisational skills and the ability to implement new systems of working and have a proven ability of meeting tight deadlines.	E		X
Be able to demonstrate effective written and verbal communication skills.	E		X
Be able to demonstrate an understanding and practical application of the importance of quality at work.	E		X
<b>Personal qualities</b>			
Self-motivated and positive thinker.	E		X
Have experience of working in a flexible and positive manner, being adaptable to changing work patterns.	E		X
Ability to work alone and as part of a team	E		X
Ability to manage a substantial workload and prioritise effectively.	E		X
<b>Further Requirements</b>			
Willingness to undertake First Aid training if required	E		
Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity.	E		
Be prepared to work some evenings and weekends if required	E		
Be prepared to travel to other campuses on occasion to help cover customer services	E		
<b>Be able to display an awareness, understanding and commitment to the protection and safeguarding of children and vulnerable adults.</b>	E		

In addition to the candidate's ability to perform the duties of the post, the selection process will also explore issues relating to safeguarding and promoting the welfare of children.

**Notes:**

This job description outlines the main duties and key performance outcomes of the role. It is not exhaustive and may be varied by the College following consultation with the post holder. The job description, duties and key performance outcomes must be reviewed annually with the line manager and amendments approved by the Head of Human Resources and a member of the Senior Leadership Team.