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| **Job Title:** Contact Centre Operator**Reporting to:** Student Service Coordinator**Base:** The Roundhouse |
| **Hours** 20 hours per week, 52 weeks per year**Contract Type** Support**Holidays** 20 days per year subject to service increases (5 days increase after 5 years); plus 6 College closure days where applicable and 8 statutory days per year pro rata**Salary** £23,557 per annum pro rata (actual salary £12,734 per annum) |
| **Job Purpose**To provide a high-quality customer service to a diverse range of contact centre enquirers using a range of communication mechanisms including telephone, email and web-based enquiries. To provide accurate information, advice and guidance on college services and products.  |
| **Key Responsibilities*** Work within a customer service contact centre to provide accurate and up to date information and advice to a range of customers via telephone, email and web-based enquiries.
* Use bespoke database and spreadsheet packages to store and retrieve information and use the intranet to access full range of data and information needed.
* To operate an effective and professional call handling service.
* To demonstrate flexibility by supporting the reception functions across all sites.
* To provide customer service support for the college enquiry service to ensure all types of customers are provided with an efficient and professional service.
* To respond in a timely and efficient, calm and professional manner when dealing with enquirers ensuring high levels of customer service and procedures are met.
* To always present a professional image and customer service to both internal and external customers.
* To keep up to date with college programme provision, progression routes, local, national opportunity structure and college developments.
* Be proactive in ensuring awareness is raised to the requirements of customers.
* Be able to work on own initiative, ensuring personal workload is accomplished to the optimum standard.
* Attend meetings and participate in staff training events to maintain relevant skills and knowledge as appropriate.
* Proactively promote and comply with all relevant College practice, guidelines, policies and procedures, and legislation, including but not limited to: Safeguarding, Equality and Diversity, Health and Safety, and Data Protection.
* Demonstrate flexibility in responding to changing demands in personal, sectional and/or the College’s workload.
* Undertake any other duties and responsibilities as may be reasonably required by senior personnel in response to changing demands in personal, sectional or the College’s workload.
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| **Person Specification** |
| **Competencies****Essential*** Customer service skills
* Organisational skills
* Excellent written and verbal communication skills
* Problem solving to respond quickly and effectively to customer needs
* Work well under pressure in a fast-paced environment
* IT literate and able to use a wide range of systems including the MS Office suite, databases/CRM software
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| **Knowledge and Experience** **Desirable*** Contact Centre Work – sales or advice and guidance based
* Able to use Teams and/or Skype
* Awareness of Further Education provision
* Awareness of further education progression pathways and qualification structures
* Awareness and commitment to safeguarding, health and safety issues and procedures
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| **Qualifications****Essential*** Level 2 English
* Level 2 Maths

**Desirables*** Level 2 Customer Service
* Level 2 in Advice and Guidance
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