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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. |
| **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 |
| **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 |
| **Qualifications**  **Essential**   * Level 2 English * Level 2 Maths   **Desirables**   * Level 2 Customer Service * Level 2 in Advice and Guidance |