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| **Job title:** Customer Service Assistant/Receptionist  **Reporting to:** Student Services Co-ordinator  **Base:** The Roundhouse |
| **Hours** 25 hours per week, 38 weeks per year  **Contract Type** Support  **Salary** £21,007.97 per annum, pro rata (actual salary £14,195.92) |
| **Job Purpose**  To act as an ambassador for Derby College and provide an outstanding service to all our stakeholders |
| **Key Responsibilities**   * To always present a professional image, including personal appearance. * To provide a professional, friendly welcome for all customers, establishing the type of assistance required * Provide a robust, effective and appropriate communication system. * Ensure that all Safeguarding and Health and Safety procedures are adhered to when dealing with visitors * To respond in a timely, efficient and calm manner when dealing with safeguarding and Health and Safety situations (including the following).   + Assist and support the Duty Safety Officer   + Assist and support Duty First Aider   + Supporting other emergency situations including ordering of appropriate transport or contacting the relevant emergency services   + Issuing temporary learner identity cards * To deal with complaints in a calm and professional manner, ensuring the correct procedures are followed. * To support the wider Services for Students functions and to participate in activities taking place at other DCG sites. * Administering a booking system for visitor’s car parking. * Receive and record lost property * To respond to business needs by ensuring that flexible working hours are adhered to. * To meet the specific operational needs and duties of individual sites. * To work to an agreed rota and to provide cover for sickness and holidays where required. * To take responsibility for one’s own professional development and continually update as necessary. * 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. * 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**   * Excellent customer service skills * IT Skills * Excellent communication skills * Excellent organisational skills * Dealing with complaints * Ability to work on own initiative and as part of a team * Flexible/adaptable * Patience/Tolerance * Ability to deal with demanding situations * Ability to work under pressure   **Desirable**   * Dealing with vulnerable learners |
| **Knowledge and Experience**  **Essential**   * Customer service knowledge * Knowledge of Administrative procedures * Health and Safety Requirements * Knowledge of Safeguarding requirements   **Desirable**   * Experience in a customer service role * Experience of working on reception * Knowledge of Further Education Sector |
| **Qualifications**  **Essential**   * NVQ Level 2 in Customer Service/Administration or willing to work towards * Level 2 or equivalent in Maths and English   **Desirable**   * IT qualification * Safeguarding Qualification |