

|  |
| --- |
| **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
 |