

Job Title: Student Services Reception Advisor	Pay Grade: Scale 2
Normal Place of Work: Hull	Line Manager: Customer Advisor Team Leader based in Hull
Hours of Work: This post is to cover the hours of 3pm – 9pm Monday-Thursday and is for 36 weeks. Occasional Saturdays may be required to cover Open Events.	
Role Summary: To provide an effective and high quality customer focussed service at all times to customers and potential customers through the provision of reception/helpdesk and switchboard duties, thereby contributing to the college’s wider strategic objectives and recruitment targets.	

Principal Accountabilities:

1. To work as a receptionist and helpdesk customer advisor ensuring a friendly and welcoming response at all times to customers, potential customers and visitors to the college and provide accurate, up-to-date information, advice and advice on all aspects of student support services.
2. To act as the designated first point of contact for all customers and visitors to the College via the main reception/helpdesks.
3. To liaise with colleagues, team leader and service manager to ensure a first rate customer experience at all times
4. To provide a welcoming and knowledgeable service to customers, guests and visitors, and provide a general advice, information, and signposting service
5. To assist customers through the use of the telephone, written and face to face contact.
6. To assist with the enrolment process of students as and when required
7. To assist with the data inputting and other administrative tasks as and when required.
8. To work flexibly and ensure that all students services are responsive to the needs of students and customers, and actively support other areas of the service during quiet periods as directed by the team leader/service manager.
9. To offer general first-line information and advice on courses, fees payable, travel and childcare, and financial help available to students and prospective learners as and when required.
10. To attend and promote the college at various promotional events including internal and external open events, enrolment, and tours, this may include evening and weekend working.

11. To maintain accurate and up-to-date records on all student and customer databases, for example CRM, and make optimum use of IT through the timely provision of MIS reports as required by the college management team
12. To answer any enquiries, signpost and refer students, potential students, and staff to additional internal and external sources of support and information, for example, Connexions service, additional learning support, college facilities and sites, CAB, etc.

Key Relationships

This is a significant post as part of the Student Services Team that represents an integral part of the student experience. The post holder will be expected to develop and maintain good relationships with:

•	Student Finance and Customer Advisor Teams
•	Data Services and BSO Teams
•	Curriculum team particularly Personal Tutors

Generic Responsibilities

- To represent and promote the College brand values internally and externally; acting as an ambassador for business development on behalf of the College
- Ensure that the College's internal customers receive an excellent customer service experience in all dealings with the service
- To deliver your day to day duties consistently with the service level agreement
- Promote the College's student first ethos, ensuring that the student experience is uppermost in policy implementation
- To act as a champion for change and improvement and constantly enhancing quality
- To contribute to the annual quality review of the service and the programme of continuous improvement
- To actively promote and act, at all times, in accordance with College policies, e.g. Health and Safety, Equality, Diversity and Safeguarding
- To actively promote and adhere to agreed College values
- Promote innovation
- To contribute to delivering the College's internal communications strategy, playing a supporting role in ensuring that communications are high quality and that our workforce is respected
- To participate in the College Annual Staff Performance and Development Review (ASPDR) as a reviewee
- To undertake other duties commensurate with the job level

The college is committed to safeguarding children and vulnerable adults.
All colleagues are expected to contribute to the delivery of our safeguarding strategy.

Person Specification – Customer Advisor

	Essential	Desirable	How assessed*
QUALIFICATIONS			
Level 2 IT or equivalent qualification. In particular Word Processing, Word, Excel, etc.	✓		AF
GCSE English & Maths Grade C or equivalent	✓		AF
Customer Care Training (NVQ) Level 2		✓	AF
Level 3 IAG		✓	AF
KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
1 years' experience of office work and systems	✓		AT
Good understanding of the principles of excellent customer service	✓		AF,AT,IV
An understanding of the needs and requirements of students	✓		AF,AT,IV
Accurate record keeping and data inputting and monitoring	✓		IV
Accessing and navigating confidently around college ICT systems	✓		AF,AT,IV
Work calmly under pressure and highly organised	✓		IV
Anticipate changes to systems required to constantly improve services	✓		AF,AT,IV
Confident, approachable and friendly disposition with strong interpersonal skills	✓		AF,AT,IV
Creates a positive image of the college through the delivery of a high quality customer focussed service.	✓		AT
Organise, deliver and maintain a reliable results-driven customer service		✓	IV
Monitor and resolve customer service problems		✓	IV
SKILLS AND ABILITIES			
Work effectively both independently and as a member of a team	✓		AF,IV
Meet objectives and deadlines		✓	AF,IV
Work successfully with colleagues at all levels of an organisation to achieve results	✓		AF,IV
Have a proven understanding and commitment to the development and provision of excellent customer service		✓	AF,IV
Be proficient in the use of office technology including word processing, databases, spreadsheets, email and the internet	✓		AF,IV
Receive, store and transmit information (written, electronic, oral), and to understand and convey information which might be sensitive, and/or need careful explanation or interpretation in a timely manner	✓		AF,IV
Confident, approachable and friendly disposition with strong interpersonal skills	✓		AF,IV
Creates a positive image of the college through the delivery of a high quality customer focussed service	✓		AF,IV
Seeks assistance when unclear or when help required	✓		AF,IV

*Key to how skills are assessed:

AF = Skill assessed via application form

IV =

Skill assessed via interview

AT = Skill assessed via test/work-related task

Cert =

Certificate checked at interview