

Role Profile

Role Title	Customer Services Advisor
Reporting To	Customer Services Team Leader
Department	Customer Services
Grade	Grade 3
Version Date	March 2018

Role Purpose

To provide an effective and high quality customer focused service at all times to customers and potential customers through the provision of a comprehensive service relating to all aspects of student support and guidance.

Key Responsibilities

Under the guidance of academic staff to:

- Provide a high quality front of house service covering student finance, student enrolment and Information, Advice and Guidance.
- Ensure applications for student bursary are assessed and processed accurately and to service level agreement.
- Input the required information to record financial transactions and allocations to students and maintain accurate and up to date database records and student files and ensuring financial payments for students are made in a timely and accurate manner.
- Work as a receptionist and help desk customer advisor ensuring a friendly and welcoming response at all times to customers, potential customers and visitors to the college and provide accurate and up to date information, advice and guidance on all aspect of student support services.
- Responsible for accurate and efficient inputting and updating of student data, fees and attendance data onto college systems, ensuring compliance with relevant funding bodies, regulations, SLA's and timescales.
- Responsible for the customer facing enrolment processes including fee related advice and guidance.
- Deal with the day to day enquiries from customers and potential customer on information, advice and guidance for all course related matters and college information.
- Support and promote the college at various promotional events including internal and external events and enrolment, this may include evening and weekend work.
- Promote and disseminate information, advice and guidance on available support to all students via notice boards, inductions, drop in sessions, leaflets, intranet and email ensuring information is accurate, accessible and up to date at all times.

Generic Responsibilities

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

Person Specification – Customer Service Advisor

	Essential	Desirable	How assessed*
QUALIFICATIONS			
At least Level 2 in Maths and English	✓		AF/IV
Level 2 IT or equivalent qualification		✓	AF/IV
Level 3 IAG or equivalent (or a willingness to undertake this training within a specified time)	✓		AF/IV
Customer Care Qualification		✓	AF/IV
KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
Knowledge of assessing international students		✓	AF/IV
Experience of working within an educational establishment		✓	AF/IV
Experience of providing excellent customer service preferably in a service desk environment	✓		AF/IV
Knowledge of General Data Protection Regulations (GDPR)	✓		AF/IV
Ability of working with confidential and sensitive data	✓		AF/IV
Experience of budget monitoring	✓		AF/IV
Accurate record keeping, data inputting and monitoring	✓		AF/IV
Understanding of IAG requirements of students	✓		AF/IV
Accessing and navigating confidently around ICT systems	✓		AF/IV
SKILLS AND ABILITIES			
Work calmly under pressure and highly organised	✓		AF/IV
Meet objectives and deadlines	✓		AF/IV
Work successfully with colleagues at all levels of the organisation to achieve results	✓		AF/IV
Have a proven understanding and commitment to the development and provision of excellent customer service	✓		AF/IV
Ability to travel between all college sites	☐		AF/IV
Ability to work flexibly, including evening and weekend work	✓		AF/IV
Good oral and communication skills	✓		AF/IV
Motivate and develop self	✓		AF/IV

Professional and responsive attitude and behaviour towards colleagues and clients	✓		AF/IV
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*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

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