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| ***Contact Centre Operator***  ***Reporting to Campus Operations Manager*** |
| **Hours** 37 hours per week, 52 weeks per year  **Contract Type** Support  **Holidays** 20 per year subject to service increases  **Salary**  £16,302 per annum Fixed Point 13. |
| **Job Purpose**  To provide a high quality customer service to a diverse range of contact centre enquirers using a range of communication mechanisms. 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 * Operate computers, using 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 provide reception cover at any of the Derby College sites as and when required to fulfil business needs. * To liaise and collaborate with internal partners at all levels to ensure customer information needs are met including Curriculum departments, Student Services, Student Records, Marketing and Business Development teams * 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 * Provide a robust, effective and appropriate communication system * To present a professional image and customer service to both internal and external customers at all times * To keep up to date with college programme provision, progression routes, local, national opportunity structure and college developments * Demonstrate flexibility in responding to changing demands in personal, sectional and/or the College’s workload * 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. * To take responsibility for ones own professional development and continually update as necessary. * To comply with Equal Opportunities policies and to assist in the development of Equal Opportunities. * To comply with all Health & Safety, Child Protection & Safeguarding, Risk Management policy and legislation in the performance of the duties of the post. * To take reasonable care of your own health, safety and welfare and that of any other person who may be affected by your actions or omissions whilst at work. You are also required to co-operate with the College to enable it to fulfil its legal obligations. Appropriate information, instruction, training and supervision will be provided to enable you to perform your duties in a manner that is deemed safe and without risk to health. * To comply with all aspects of the Data Protection Act. * To adhere to the College’s Computer Network Acceptable Use Policy. * To undertake risk assessments for any new activity and to ensure risk assessment checks are carried out for any ongoing activity. * To carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job. |
| **Competencies**  **Essential**   * Customer orientated * Interpersonal skills * Teamwork * Organisational skills * Excellent written and verbal communication skills * Experience of problem solving to respond quickly and effectively to customer needs * Working in a fast pace environment * Professional * Work well under pressure * Adaptable and flexible * Friendly and outgoing approach * Respectful and inclusive attitude to customers and colleagues   **Desirable**   * Contact Centre Work – sales or advice and guidance based |
| **Knowledge**  **Essential**   * Intranet / Internet software * Database awareness * Awareness of Further Education provision * Awareness and commitment to safeguarding, health and safety issues and procedures   **Desirable**   * Computer-telephony integration * Market research * Awareness of FE progression pathways and qualification structures * Knowledge of CRM Systems |
| **Qualifications**  **Essential**   * Level 2 English * Level 2 Maths   **Desirables**   * Level 2 Customer Service * Level 2 in Advice and Guidance |

**Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**