



JOB DESCRIPTION

Job Title: Customer Service Administrator

Location: 2 Red Lion Square, Wandsworth High Street, London, SW18 4LS

Summary of role:

General office administration and personal assistance to the managers of the IT Department of Thomas's London Day Schools. Manage the Help Desk and be the first point of contact for all schools and parents requiring support.

Roles and Responsibilities

- **Administration**
 - General administrative support to the IT Managers
 - Administration of the documentation, licenses and accounts
 - Maintain the IT Asset Management System, ensuring that all assets are recorded, updated and removed
- **Stock**
 - Place new orders
 - Receive all deliveries and keep accurate stock levels
 - Manage all stock and stock levels in the IT store room
- **Help Desk**
 - Answer and log incoming IT and Parent support calls
 - Manage all incoming support requests and direct them to the necessary support queue, escalating requests to the appropriate persons
 - Monitor the support queues for each site to ensure requests are responded to in an efficient and effective manner
 - Ensure relevant IT support staff are made aware of high impact issues via agreed communication procedures

Strong spoken and written communication skills are essential to this role

Desired skills and experience

- High level of computer proficiency
- Highly proficient in Microsoft Word and Excel
- Analytical and problem solving skills
- Meeting deadlines
- Customer service
- Attention to detail
- Team player who can work independently

The Person

The successful applicant will be willing to support Thomas's commitment to safeguarding and promoting the welfare of children and young people. The personal qualities that the applicant requires to perform effectively in the role are as follows:

- A business-like appearance and presence
- A pleasant and friendly approach
- Hard working
- Honest
- Conscientious – goes the extra mile
- Punctual
- Have initiative
- Work well under pressure
- Be discreet
- Be organised and reliable
- Be resourceful
- Work flexibly
- Sense of humour
- Loyal to the school and supportive of its aims and objectives
- Willing to abide by the schools' terms and conditions of employment

This role falls within the category of regulated activity, therefore you will be required to have an enhanced DBS check and a barred list check. Should you receive any cautions or convictions whilst in our employment these must be reported immediately to your line manager.

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and work in accordance with our child protection policies and procedures.

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom he/she is responsible, or with whom he/she comes into contact will be to adhere to and ensure compliance with the school's policies at all times. If in the course of carrying out the duties of the post, the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the school, he/she must report any concerns to the school's Safeguarding Officer or Deputy Safeguarding Officer.