

JOB DESCRIPTION

POST TITLE:	Customer Services Advisor
GRADE:	Up to £24,304 per annum (plus bonus related pay)
RESPONSIBLE TO:	Telemarketing Team Leader
RESPONSIBLE FOR:	<p>Deliver high levels of customer service and quality communication over the phone to the College Group's customer base.</p> <p>Work with customers to support the initial engagement of apprenticeships and commercial training and services.</p> <p>Establish effective leads that enable the team to achieve targets for high quality apprenticeship opportunities and commercial business income for the Chesterfield College Group.</p>
DIRECTORATE:	Business Development
WORK ARRANGEMENTS:	37 hours per week/52 weeks per year

PURPOSE OF THE POST

The post holder will:

1. Deliver high levels of customer service through inbound telephone enquiries from new and existing customers.
2. Identify opportunities and effectively target employers to generate apprenticeship and commercial training opportunities.
3. Understand a detailed and broad range of information regarding the College's services and provision.
4. Quickly understand information regarding customers' needs and provide professional and accurate advice to potential customers.
5. Provide confident and highly effective communication as a representative of the College group.

DUTIES AND RESPONSIBILITIES

1. Provide professional customer service to both internal and external customers.
2. Proactively update the CRM system, to ensure records are accurate and kept up to date.
3. Provide high quality initial advice to employers regarding apprenticeships and commercial training.
4. Confidently make initial contact with employers by telephone and use communication techniques to engage and interest them in apprenticeships and commercial training.
5. Ensure all queries are responded to in an efficient, professional and timely manner.

6. Research target markets using labour market Information and data to inform potential employer demand.
7. Generate information appointments through agreed relevant activity in order to support the business team with promotion and lead generation.
8. Book follow up appointments for the business team and ensure appointments are scheduled to make efficient and effective use of staffs' time.
9. Carry out research and survey activity in line with organisational needs.
10. Attend business development events as directed by the line manager.
11. Contribute to the development of departmental procedures and adhere to quality standards.
12. Take responsibility for achieving agreed targets set by the line manager.
13. Demonstrate flexibility and respond to changing demands in individual, sectional or the College's workload.
14. Work alongside the recruitment function to support candidates into apprenticeship opportunities.
15. Responsible for direct income generation for commercial services.

GENERAL

1. Take an active role in the health, safety and welfare of students and staff, attending training and carrying out health and safety related activities as appropriate to the role.
2. Take responsibility for one's own professional development and continually update as necessary, participating in appropriate staff development activities as required including the Professional Development Review.
3. Promote a positive image of the College and the work that is carried out across its various services.
4. Comply with all legislative and regulatory requirements.
5. Apply the College's own Safeguarding Policy and practices and attend training as requested.
6. Show a commitment to diversity, equal opportunities and anti-discriminatory practices. The post holder is expected to comply with and promote the College's Equal Opportunities Policy in all aspects of their duties and responsibilities.
7. Carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job.

Person Specification

Post:	Customer Service Advisor	Department:	Business Development
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Key Requirements:	Essential / Desirable	Assessed
Qualifications:		
Minimum level 2 or equivalent qualification	E	A
Experience:		
Experience of achieving sales targets	E	A/I
Experience in telemarketing and business development across a broad industry base	E	A/I
Experience in contributing to developing, adapting and updating marketing and promotional materials	D	A/I
Experience in presenting information to clients using a variety of methods	E	A/I
Experience in using LMI to target markets	E	A/I
Experience of using a CRM system	E	A/I
Experience of providing excellence in customer service and client relations	E	A/I
Skills/Knowledge:		
Ability to manage time and meet tight deadlines	E	A/I
Ability to negotiate and influence a wide range of stakeholders	E	I
Knowledge of Employer Responsive provision and funding	D	A/I
Ability to act as an ambassador for the College with a wide range of outside organisations	E	I
Excellent telephone skills	E	I
Ability to build strong working relationships	E	I
Ability to persuade, influence and negotiate effectively at all levels	E	I
Ability to prioritise tasks	E	A/I
Qualities:		
Flexibility and ability to adapt to changing priorities	E	I
Perseverance	E	I
Proactive approach to generating business	E	A/I
Good Communication skills	E	A/I
Other Requirements:		
An understanding of Safeguarding of Children & Vulnerable Adults within the workplace	E	I
Full commitment to Equal Opportunities and anti-discriminatory working practices	E	I
Note: E = Essential D = Desirable A = Application I = Interview		

Produced by:	D Higham	Date Produced:	15/02/2019
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