



# JOB DESCRIPTION

**POST TITLE:** CUSTOMER SERVICE ASSISTANT – FRONT OF HOUSE (MATERNITY COVER)  
**POST NUMBER:** WREQ1856  
**GRADE:** HAY 12 SCALE

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## **JOB PURPOSE**

As a Customer Service Assistant – Front of House, you will be providing a responsive reception service, ensuring that exemplary standards exceed customer expectations, and maintaining the College's 'Outstanding' reputation. In addition, you will be assisting the switchboard service to ensure the achievement of a minimum standard of 95% answer rate.

## **KEY DUTIES AND RESPONSIBILITIES**

As post-holder, you will be responsible to the College Information Services (CIS) Co-ordinator – Customer Services for the following:

- Managing and providing an 'Outstanding' reception service:
  - Providing all customers with an exemplary experience, ensuring the College's reputation as an 'Outstanding' learning and training provider.
  - Managing the presentation and functionality of reception areas, and ensuring high standards.
  - Issuing and maintaining visitors' passes and temporary ID badges, and ensuring that all visitors are announced.
  - Issuing bus passes and ID badges.
  - Taking payments, as required.
  - Taking radio calls for caretaking and first aid requirements, which will include emergency services contact.
  - Sorting and franking post.
  - Assisting with the training of new and existing team members.
- Supporting with switchboard services:
  - Providing an 'Outstanding' customer service to all callers and transferring calls efficiently to the most appropriate area / person within the Weston College Group.

# JOB DESCRIPTION

- Ensuring a 95% answer rate for all phone lines into the College switchboard.
- Adjusting responses to ensure appropriateness for the whole Weston College Group.
- Undertaking rostered 'on call' duties:
  - Being available to cover evening / weekend shifts for other CIS posts on a rostered basis.
- Providing clerical support for the CIS team, as requested.
- Undertaking any other tasks deemed commensurate with the post (tasks will be appropriate to the grade of this post).
- Complying with Information Security requirements, in line with Weston College policy.

## **SUPERVISORY RESPONSIBILITIES**

None.

## **SUPERVISION RECEIVED**

Direct line management by the CIS Co-ordinator – Customer Services.

## **CONTACTS**

As a Customer Service Assistant – Front of House, you will have frequent contact with staff at all levels within the College, students, members of the general public, and persons from external agencies and organisations.

## **HEALTH AND SAFETY**

All members of staff have a duty to maintain the safe and clean conditions of their workplace area and to co-operate with Weston College on matters of health and safety. This will include assisting with risk assessments and carrying out appropriate actions as required. Staff are required to refer to Weston College's Health and Safety Policies in respect to their specific duties and responsibilities.

## **STAFF DEVELOPMENT**

All staff are required to participate fully in Weston College's staff development programmes and have a responsibility to identify their own professional development needs in conjunction with their line manager.



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## CONDITIONS OF SERVICE

The College standard Contract of Service for Support staff applies.

## **SALARY**

Hay 12 Scale, Points 11 to 13: £15,879.00 to £16,623.00 per annum.

## **HOURS**

Hours of attendance: 37 hours per week.

Typical working hours are: 08:30 to 17:00, Monday to Thursday, and  
08:30 to 16:30, Fridays.

However, to meet the business needs, adjusted working hours (and location) can occur without notice. Early morning, evening, and weekend working is essential for specific events and a mandatory element of the role.

Annual leave: 281.5 hours per annum, inclusive of statutory bank holidays and college closures.

*The College reserves the right to direct up to 5 days of your annual leave entitlement for efficiency purposes.*

***Weston College is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults, and expects all staff and volunteers to share this commitment.***



# PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Five GCSEs at Grade C or above (or equivalent), including Mathematics and English. <i>All applicants must be able to provide evidence of a Level 2 Qualification in Mathematics and English, or be willing to undertake the qualification whilst in post.</i>	✓	
Team player, committed to working effectively and supportively with others, both within the Department and the wider College.	✓	
Professional, warm, and friendly manner with exceptional interpersonal skills.	✓	
Exceptional organisational skills.	✓	
Demonstrate a polite, effective, and efficient phone manner.	✓	
Exemplary customer service skills and a commitment to the delivery of a wholly customer-focused service.	✓	
NVQ Level 2 Customer Service qualification.		✓
Significant experience in the education sector.		✓
Demonstrate an understanding of the diverse nature and needs of colleges' customer groups.		✓
Understanding of Safeguarding, Equality and Diversity, and Health and Safety in a college environment.		✓
Driving licence and access to own transport.	✓	
Flexible approach to hours of work, place of work, and cover needed for holidays.	✓	