

Loughborough College Job Description

1. Job Details

Job Title: **Customer Service Apprentice (Student Recruitment)
18 Months Apprenticeship**

Competency Level: **Business Support 1**

Reporting To: **Student Recruitment Manager**

Department: **Student Recruitment**

Annual Salary(FTE): **£7,792.20 - £14,430 per annum (Dependent upon age based
National Minimum Wage rates)**

Date: **November 2017**

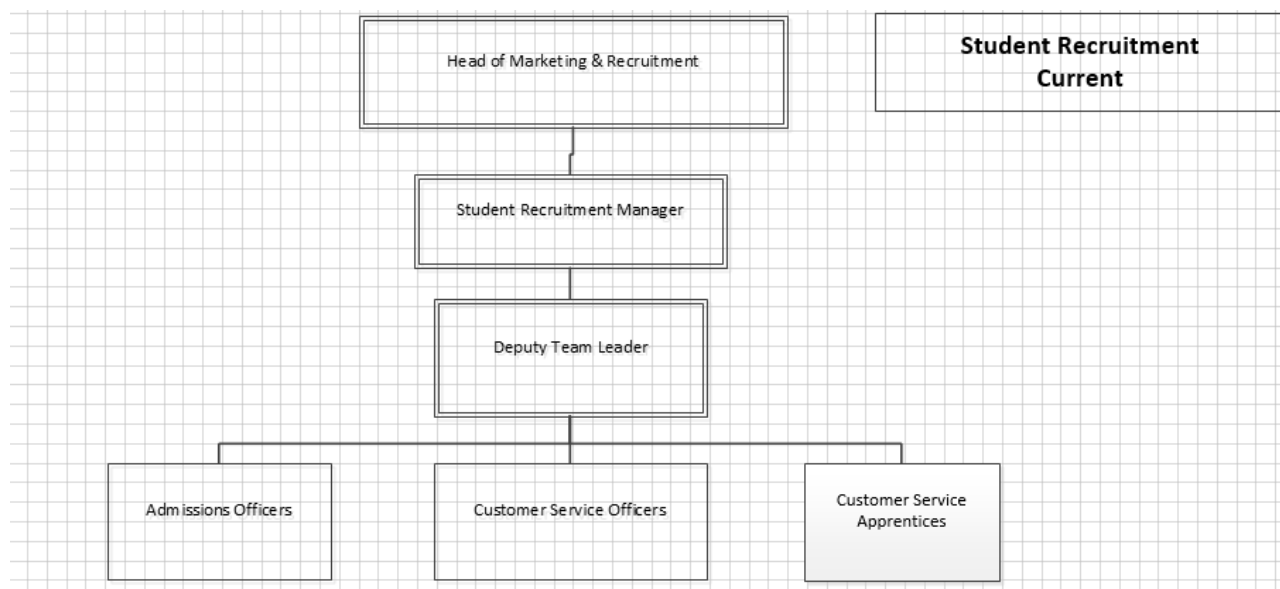
2. Job Purpose

An exciting opportunity to work and train as a modern apprentice in customer services specifically within the Student Recruitment support team, helping to provide excellent customer service processes to all College customers.

3. Dimensions

Not applicable

4. Organisation chart



5. Key Responsibilities

To work closely with colleagues across Business Support and Curriculum teams, providing key administrative support as appropriate.

To record and input data onto our office system, being mindful of the sensitive nature of the data being handled.

To provide general office support such as filing, taking telephone messages, dealing with internal and external customer queries as well as ad hoc duties when required.

To build and develop a friendly but efficient working relationship with all stakeholder colleagues and customers.

To produce a portfolio of work to enable assessment towards NVQ qualifications, guided and supported by college lecturing staff.

To undertake a range of roles and duties to enable all rounded development within a customer services role.

Responsibility for promoting and safeguarding the welfare of children, young people and vulnerable adults that you may be responsible for or come into contact with.

6. Key Result Areas

| Action | Result |
|--|--|
| Successful and attentive data entry input for all records. | Right student, on the right programme of study. |
| Friendly, welcoming and efficient service provided to all incoming customers. | Excellent first impressions lead to a cohesive and successful customer experience. |
| Adaptable and flexible approach to all tasks required. | All demands met at a crucial time for the business and its customers. |
| Caseload management with a diverse portfolio of offerings and application types to manage. | Continued drive for recruitment to all College income streams. |
| Dealing with all enquiries. | Efficient, professional and knowledgeable service will lead to increased conversions and uptake in business. |

7. Key Working Relationships and Communications

Internal: Members of the Student Recruitment team
Members of the International Recruitment team
Teaching staff
Business Support staff

External: External Agencies

8. Scope for Impact

Not applicable

9. Competency profile

The following profile is a description of the required competencies of the role:

| Competency | Descriptor | Competency | Descriptor |
|--|---|--|---|
| Accountable - <i>We have full ownership for our actions, thinking through our decisions and taking responsibility for the outcomes.</i> | Continually improves own performance and increases skills and knowledge. Works efficiently; makes best use of the College's resources. Manages own health, safety and wellbeing; complies with College policies. 0 | Entrepreneurial - <i>We think outside the box, exploiting technology and providing opportunities using our initiative and creativity.</i> | Looks for opportunities to do own job better; puts forward ideas. Always considers longer term impact of own tasks. You try new approaches and are not tied down by the existing ways of doing things. You understand how your tasks fit into achieving the College's outcomes. |
| Agile - <i>We are flexible and responsive in all that we do and demonstrate adaptability towards new challenges and changing environments.</i> | Handles change with responsiveness and adaptability. Identifies problems in own work area, collaborates with others to implement solutions. Makes good quality decisions with confidence. Consistently delivers own work on time and to standard. Understands customer expectations; delivers consistently high quality service. Has an awareness of the different forms of digital content, tools and technologies that can meet specific needs of the role and understand the benefits and limitations. | Inspiring - <i>We are passionate and positive about what we do, creating challenging and motivational environments where everyone grows and succeeds.</i> | Own actions and behaviours are inspiring and engage others. Enthuses others with accurate and relevant subject knowledge. You listen to people and allow their thoughts and ideas help you perform your function better. |
| Engaging - <i>We are focussed on building relationships, using clear communication to ensure everyone participates and feels part of the College.</i> | Supportive team member; forms positive working relationships in team. Effectively coordinates others in achieving a task. Communicates with accuracy; enables mutual understanding; confident presenter. You understand the goals of your team or department and you understand how your contribution impacts on achieving these. | Integrity - <i>We are open, honest and transparent in our work, behaving professionally and ethically at all times.</i> | Own work consistently contributes to the strategic aims of the College. Own work consistently contributes to the strategic aims of the College. Monitors own behaviours, actions and words. Demonstrates self-awareness; manages own reactions; builds good relationships. |

10. Knowledge, Skills and Experience (Person Specification)

| QUALIFICATIONS | | ESSENTIAL | DESIRABLE | HOW ASSESSED |
|-------------------------------|---|-----------|-----------|-------------------------|
| 1. | Possess qualifications in Maths and English (GCSE Levels 4 to 9 equivalent to Grades A – C) | ✓ | | Application |
| 2. | Willing to undertake an NVQ level 2/3 qualification in Customer Services | ✓ | | Application & Interview |
| EXPERIENCE | | | | |
| 3. | Knowledge or experience of working in a customer facing environment | | ✓ | Application & Interview |
| 4. | Experience of using Microsoft Office applications (e.g. Word, Outlook and Excel) | ✓ | | Application & Interview |
| 5. | Some experience of working in an office based environment. | | ✓ | Application & Interview |
| 6. | Experience of working in public sector environment | | ✓ | Application & Interview |
| SKILLS & KNOWLEDGE | | | | |
| 7. | Excellent customer service and interpersonal skills. | ✓ | | Interview |
| 8. | Excellent attention to detail | ✓ | | Application & Interview |
| 9. | Be able to work effectively as a team member | ✓ | | Interview |
| 10. | Possess good planning and organisational skills | | ✓ | Interview |
| 11. | Be able to work flexibly | ✓ | | Interview |
| 12. | Ability to work proactively and on own initiative | | ✓ | Interview |
| 13. | Excellent communication skills both oral and written | ✓ | | Application & Interview |
| BEHAVIOURS | | | | |
| 14. | Demonstrate a commitment to self-development | ✓ | | Interview |
| 15. | Demonstrate a commitment to equal opportunities | ✓ | | Interview |
| 16. | Your previous work/life history provides evidence that you are safe to work with children and vulnerable adults | ✓ | | Interview & DBS check |

Notes

1. A satisfactory Enhanced Disclosure & Barring Service check is required for this post. Loughborough College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
2. Loughborough College retains the right as a condition of your employment to require you to undertake such other duties as may be expected of you in the post mentioned above, or in a similar post within the College.
3. This job description and person specification was prepared in November 2017 and may be amended in light of changing circumstances following discussion with the post holder.

11. Job Description Agreement

| | | | |
|-----------------------------|--|-------------|--|
| Job Holder Signature | | Date | |
| Manager Signature | | Date | |