

Job Description

TITLE:	Customer Services Adviser
GRADE:	Scale 5
REPORTS TO:	Customer Services Manager
HOURS:	Contracted for up to 35 hours per week, with a requirement to work up to two open evenings or one Saturday open day per year at a campus of your choice

Purpose of the Role

- Work as an effective team member to present a welcoming and professional front line service to students, enquirers and visitors to the college.
- Give information and advice and work proactively to promote the college and its courses, to support the College's recruitment targets.
- Play an important role in the admission and enrolment of students.
- The post also involves assessing the financial status of students and giving information, advice and administration relating to fees and student financial support.

Key Responsibilities:

Customer Service and Student Engagement

- Provide a professional, friendly and welcoming service to students, visitors and enquirers at all times, including staffing front-of-house and reception areas.
- Build and maintain effective working relationships with potential and current students, visitors, colleagues, curriculum teams, support staff and managers across the New City College Group.
- Promote New City College positively to potential students and the wider community, supporting the College's reputation as a first-choice provider.
- Actively support student safeguarding, safety and wellbeing, including protecting students from the risk of radicalisation.

Recruitment, Admissions and Enrolment

- Promote college courses and activities proactively to support recruitment targets, providing clear and accurate advice on courses, fees and available student support.

- Support the full enquiry-to-enrolment journey, including administering applications, offers, references and learner records to ensure a smooth and efficient process.
- Liaise with curriculum staff to support admissions, assessments, recruitment events and enrolment activity.
- Undertake student-facing admissions, enrolment and support duties using college systems, including working at enrolment events and sessions that may take place in the evenings.
- Assess students' fee status and take payments as part of the enrolment process.
- Participate in promotional, recruitment, admissions and enrolment events both on campus and at external venues.

Administration, Compliance and Teamwork

- Complete accurate administrative tasks in line with college policies, sector best practice and General Data Protection Regulations (GDPR), ensuring records support funding, audit and reporting requirements.
- Maintain accurate and up-to-date information on college systems to support effective student services and statutory compliance.
- Work flexibly as part of a busy team, providing cover and support for colleagues during peak periods, leave or absence.
- Carry out any other duties appropriate to the role that support high standards of service delivery and effective business practice.

In common with other support:

- All term-time staff are required to return to work on the Monday before GCSE results are released in August; this date is approximate and should be checked before making any commitments. No annual leave is to be booked during the enrolment period, and all staff will be expected to support enrolment activities throughout this time.
- All staff are expected to support exam invigilation and will be required to cover up to three exams per year, excluding GCSE exam support.
- Completion of two open evenings, or one Saturday open day, will be required across the year. These hours are provided in lieu of the additional Christmas holiday days granted to staff who have undertaken these open day commitments.

In common with all other Staff:

- To support and deliver the College's value and strategic intent.
- Ability to follow HR policies and practices within business support functions, with a strong commitment to diversity, equality and inclusion and to ensuring fair and inclusive outcomes for all staff
- Proven ability to deliver services and support to culturally and ethnically diverse communities, contributing to an inclusive college environment.
- To take responsibility for one's own professional development and participate in relevant internal and external activities.
- To implement the College's safeguarding policies and practices.
- To uphold your health and safety responsibility in line with the College's Health and Safety policy.

- To undertake any other duties commensurate with the grade and responsibilities of the post which may be required from time to time.

Additional Information:

Safeguarding Statement

The 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.

Criminal Convictions, DBS & Ongoing Disclosure

This role requires an Enhanced DBS check. Applicants must declare any unprotected convictions. During employment, the post holder must report any new relevant convictions, cautions, or police involvement in line with safeguarding requirements.

Equality, Diversity & Inclusion

The College is committed to equality of opportunity and inclusive practice. We welcome applications from all sections of the community and expect all staff to uphold anti-racist, inclusive and respectful behaviours.

Review of Job Description

This job description will be reviewed regularly to ensure it remains an accurate reflection of the duties and responsibilities of the post holder and continues to meet the needs of the College.

Person Specification –

Education & Qualifications

- GCSEs (or equivalent) in English and Maths
- Basic literacy, numeracy and IT skills

Experience

- Experience of delivering customer-focused services in a front-line, reception, call-handling or student-facing role
- Experience of providing clear information and guidance to customers, clients or service users
- Experience of administrative work, including accurate data entry and record-keeping
- Experience of working as part of a team in a busy environment with competing priorities
- Experience of supporting recruitment, admissions, enrolment or similar processes (desirable)

Knowledge, Skills & Behaviours

- Strong customer service skills with the ability to communicate clearly, professionally and confidently with students, visitors and colleagues from diverse backgrounds.
- Ability to promote courses and services accurately, providing clear advice on admissions, enrolment, fees and student support.
- Good organisational and administrative skills, with attention to detail and the ability to manage competing priorities in a busy environment.
- Competence in using IT systems and maintaining accurate records, with an understanding of confidentiality, GDPR and data protection requirements.
- Ability to work effectively as part of a team, showing flexibility to support colleagues and adapt to evening or peak-period working.
- Demonstrates professionalism, reliability and a commitment to safeguarding, equality, inclusion and student wellbeing.

Professional Responsibilities, Values & Commitments

- Demonstrates a commitment to safeguarding and promoting the welfare of children and vulnerable adults, in line with statutory duties and college policies.
- Upholds inclusive values by supporting stakeholders from diverse backgrounds through fair, respectful, and unbiased practice.
- Maintains a safe working environment by following health and safety legislation, risk management procedures, and College guidance.
- Understands and applies confidentiality and data protection principles when handling information.
- Shows a commitment to continuous professional development and ongoing learning relevant to the role.
- Acts as a positive role model, demonstrating professionalism, integrity, reliability, inclusive practice, and anti-racist behaviours that reflect the College's values and expectations.