



FSCE Customer Services Manager

Starting immediately, subject to satisfactory pre-employment checks

This Future Stories Community Enterprise Ltd (FSCE) is a new start up business. You will be employed by Reading School but working for FSCE, which is a trading arm of the school set up to promote social mobility and impact in Grammar Schools.

Reports to:	Director of Operations (FSCE)		
Reviewed:	Annually; last review Oct '24	Employment Status	Permanent
Grade / Pay Scale:	RS05 (point 21 - 25)		
Salary:	Full-Time Equivalent: £30,825 - £33,945 per annum Actual Annual Salary: £27,439 - £30,216 per annum		
Hours of Work:	Monday to Friday, 37 hours per week, term time only plus 2 weeks with occasional flexibility required around busy testing periods or key events.		
Job Purpose:	The Customer Service Manager will oversee and manage the customer support function for the company, ensuring a seamless experience for clients, students, schools, and institutions that use the company's entrance test services. The role requires developing and managing a high-performing customer service team, resolving issues efficiently, and ensuring all processes align with the company's standards.		

Main Tasks and Responsibilities

Main duties and responsibilities are indicated below. Other duties of an appropriate level and nature may also be required, as directed by the Headmaster and/or the Director of Operations.

Reading School is committed to safeguarding and promoting the welfare of our students. We expect all staff working in the school to share in this commitment and contribute to:

- Providing a safe environment for our students to learn in.
- Identifying safeguarding concerns and acting in line with our safeguarding policies.

Customer Service Management

- Customer Interaction: Serve as the main point of contact for customer queries, complaints, and feedback.
- Communication: Develop and maintain clear, effective communication channels for customers, including phone, email, chat, and social media platforms. Ensure consistency in messaging and responses across all platforms.

- **Service Delivery:** Monitor and optimise response times, ticket resolution, and customer satisfaction metrics. Ensure the customer service team adheres to service level agreements (SLAs) and performance targets.
- **Feedback Collection:** Implement systems for collecting and analysing customer feedback to identify trends, pain points, and areas for service improvement. Liaise with other departments, such as product development, to ensure continuous improvement of services based on feedback.

Entrance Test Support

- **Customer Queries:** Provide detailed guidance and information to customers (students, parents, schools) about the entrance test process, registration, preparation, and results ensuring that you are fully trained and knowledgeable about all aspects of the testing process.
- **Test Day Support:** Coordinate with customers and third parties to ensure a smooth experience on test days, providing any necessary customer support for customers facing issues with their test registrations, logins, or technical difficulties.
- **Technical Troubleshooting:** Collaborate with the IT and technical teams to resolve any technical problems customers may experience with test systems or online platforms. Ensure customers are updated on issue resolution progress.
- **Compliance and Documentation:** Ensure that all customer interactions comply with the company's policies and relevant regulations, including data protection (GDPR). Maintain accurate records of customer inquiries, complaints, and resolutions.

Process Improvement

- **Systems Optimisation:** Regularly review customer service processes and suggest improvements to increase efficiency and effectiveness. Implement new tools, systems, or technologies to enhance customer experience.
- **Training and Development:** Design and implement training programs for customer service staff to ensure they stay up-to-date with product knowledge, customer service best practices, and the company's evolving services.
- **Reporting:** Prepare regular reports on customer service performance metrics, including response times, satisfaction scores, and areas for improvement. Present findings and recommendations to senior management.
- **Cross-department:** Assist with sales, marketing, operations, and IT to ensure alignment in customer communication, service delivery, and product knowledge. Assist in the rollout of new products and services by providing necessary customer support.

General

- Participate in the general life of the school, for example, performances, open days, and meetings with parents/carers and other professionals, as required.
- Escort students on educational visits/trips as required.
- Ensure that financial procedures and activities are carried out as required such as placing purchase orders and authorising invoices for payment.

FSCE CSM Job Description

- Be responsible for the effective management of budgets within their remit and negotiate best value rates with contractors and suppliers.
- Attend relevant meetings and training sessions as required.
- Arrange and provide training sessions for staff to ensure that they are aware of associated procedures and regulations.
- Keep abreast of developments, current initiatives and changes in her/his field and communicate to staff as appropriate.
- Implement, in conjunction with appropriate staff and members of the senior leadership team, all health and safety procedures and requirements.
- Comply with policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

Person Specification

The person specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively. It is expected that the successful applicant will have and can demonstrate:

Qualifications and Experience

Essential	Desirable	Evidence
<ul style="list-style-type: none"> • Excellent IT skills including use of Microsoft Excel and Word. • Able to demonstrate ability to maintain confidentiality. 	<ul style="list-style-type: none"> • Minimum of 5 GCSEs (or equivalent) including Maths and English. • Undergraduate study or a track record of similar work. 	<p>Application form</p> <p>Letter of application</p> <p>References</p> <p>Interviews</p> <p>Certificate/s (to be available at interview)</p>

Knowledge and Skills

Essential	Desirable	Evidence
<ul style="list-style-type: none"> • Proven experience in a customer service management role, ideally within the education, technology, or testing industry. • Strong leadership skills with the ability to motivate and manage a team. • Excellent written and verbal communication skills. • Strong problem-solving and conflict resolution abilities. • Ability to manage and prioritise multiple tasks in a fast-paced environment. • Experience with CRM software and customer service tools. • Knowledge of data protection regulations (GDPR) and compliance in customer interactions. 	<ul style="list-style-type: none"> • Experience working in a school or educational setting. • Familiarity with online testing platforms and technical troubleshooting. • Experience managing customer service in a digital environment (e.g., chat, email, social media). • Data-driven, with experience in analysing customer feedback and making recommendations for improvement. • Personal experience or awareness of school admissions processes. 	<p>Application form</p> <p>Letter of application</p> <p>References</p> <p>Interviews</p>

Personal Qualities

Essential	Desirable	Evidence
<ul style="list-style-type: none"> ● A proactive, customer-centric mindset with a passion for delivering excellent service. ● Calm under pressure and able to handle difficult customer interactions professionally. ● Detail-oriented with strong organisational skills. ● Empathetic, with the ability to understand and address customer concerns effectively. ● Ability to show initiative and to prioritise one’s own work even when under pressure. ● Able to follow direction and work in collaboration with the leadership team. ● Efficient and meticulous in organisation. ● Commitment to the highest standards of child protection and safeguarding – have enhanced DBS certification. ● Commitment to the school’s ethos, aims and its whole community. ● Recognition of the importance of personal responsibility for health and safety. 		<p>Application form</p> <p>Letter of application</p> <p>References</p> <p>Interviews</p>