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**TITLE:** Customer Services Manager

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**GRADE:** Scale 8

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**RESPONSIBLE TO:** Group Head - Student Recruitment

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**PURPOSE OF JOB:**

- To work as an effective team and operational service leader, taking responsibility for a strong, proactive and responsive campus front line, admissions and recruitment service which meets the needs of enquirers, visitors, prospective students and students, and the management and staff teams on your campus. You will take lead responsibility for the operational smooth running of these services at specified New City College campus/es. You and your team will also support students to access financial and welfare support in line with the processes at your campus.
- You will work with other senior advisers and managers in the Customer Services and Marketing teams to make sure that Customer Services activity operates smoothly and effectively across the New City College Group.
- Key relationships: Customer Services team members, support and curriculum staff and managers across the New City College Group, particularly your campus deputy principal and principal and curriculum management for your campus. Potential and current students, local partners, visitors and enquirers.

**MAIN TASKS AND RESPONSIBILITIES:**

**1. In common with all other staff:**

- 1.1 To support the College's mission, vision, values and strategic objectives.
- 1.2 To implement the College's Equality and Diversity policies and to work actively to overcome discrimination on grounds of all protected characteristics; sex, race, religion/belief, disability, sexual orientation, age, pregnancy/maternity, gender reassignment status, marriage/civil partnership status.
- 1.3 To take responsibility for one's own professional development and participate in relevant internal and external activities.

- 1.4 To implement the College's safeguarding policies and practices.
- 1.5 To implement your health and safety responsibility in line with the College's Health and Safety policy.
- 1.6 To contribute to the College's commitment to continuous improvement as identified in the College's quality assurance systems.
- 1.7 To ensure that data is handled in line with the General Data Protection Regulations.

## **2. In common with all other staff:**

- 2.1 To participate in College-wide projects and tasks.
- 2.2 To work in other support services areas to meet the specific needs of workload peaks.
- 2.3 Such other duties of a similar nature commensurate with the grade as may be required from time to time. This may/will require working in other campuses of the College.

## **3. Particular to the Post:**

- 3.1 Support the principal, deputy principal and the head of service for your campus in making sure that agreed priorities of recruitment, admissions, enrolment and student support and associated administrative duties are met by the team. This will include deputising for your manager as necessary.
- 3.2 Lead, line manage and supervise Customer Services adviser/s and receptionist/s, to include probationary reviews and appraisals, making sure of a flexible and responsive service.
- 3.3 Make sure that the team presents a professional and welcoming first point of contact to enquirers to the College, and proactively promotes the College's courses and other activity in order to meet recruitment and income targets. Support members of our varied and diverse communities to access to education and training; recognising the barriers and difficulties faced by certain individuals and groups.
- 3.4 Lead switchboard and reception duties for your campus, to include welcoming and recording visitors, in line with the visitor management processes of the college.
- 3.5 Lead and undertake administration and practical activity related to admissions and enrolment, to include taking a prominent role in organising and front-facing the College's main enrolment events, arranging interviews and offers to students, fee assessment and fee collection, and supporting students' initial assessment/screening.

- 3.6 Lead on audit compliance of your team's work, making sure of robust processes and accessing and rectifying error reports.
- 3.7 Lead and undertake a range of student facing duties, to include support with ID cards, TFL applications, and making sure that students access appropriate financial and welfare support in line with the practical processes at your campus.
- 3.8 Create and implement staff rotas to cover the requirements of the service and making sure that staff are fully aware of their roles and responsibilities. You will also carry out the day-to-day tasks of the team.
- 3.9 Proactively support managers in the team to develop and implement systems and processes which support the effective work of the team. Contribute to reviews of systems and processes of the department, and where appropriate support training programmes.
- 3.10 Liaise with the relevant principal, deputy principal, faculty managers and administrators to make sure that the information, admissions, enrolment and related student support processes meet your campus and faculties' needs.
- 3.11 Lead by example and support team members to develop the skills and knowledge required to undertake the activities of the service, to include (but not limited to) responding to enquiries; advising on courses, fees and student support; undertaking admissions administration; undertaking any aspect of enrolling a student; representing the college at promotional and recruitment events.
- 3.12 Support the team in making sure that you and they have the information and resources to meet the priorities and needs of the department. This will include collating information relating to college, local, regional and national developments; helping to develop and implement systems used by the team, and arranging training.
- 3.13 Working with the marketing team, develop and maintain relationships with local schools/groups/organisations across the college's recruitment area and make sure that the college is represented at external events, school or applicant visits and taster days. This may include designing and delivering presentations.
- 3.14 Make sure that you and your team members demonstrate appropriate adherence to regulatory processes, for example, the General Data Protection Regulations and Consumer and Markets Authority, Information, Advice and Guidance best practice including Matrix standards; Safeguarding and Prevent, and that this is regularly monitored to make sure of a high level of service.
- 3.15 Make sure that the team's equipment is fit for purpose, that risk assessments and workplace assessments are carried out, that sufficient office supplies are in stock, etc
- 3.16 Liaise proactively with MIS, Marketing, Finance and other cross-College support areas to make sure that the Customer Services team is meeting the

requirements of the College regarding collection, inputting and reporting of data - as required for effective student support, funding purposes, audit requirements and statistical.

- 3.17 Produce reports (or supervise their production) as required using the college's systems, relating to enquiries, applications and enrolments in order to feed back data to managers, and proactively recruit students to the College.
- 3.18 Undertake any other duties commensurate with the post as required by the Principal.

#### **4. Person Specification:**

##### **Experience & Qualifications**

- 4.1 Experience of working in a team leader or supervisory role, with effective results
- 4.2 Experience of working in a customer service setting in an information and advice-giving role
- 4.3 Experience of the effective use of information technology applications such as Management Information Systems, databases, spreadsheets, websites and information portals to assist in the work as relevant
- 4.4 Experience of further education enrolment and student fee assessment processes
- 4.5 Experience of producing and interpreting data reports, and using them to inform action.
- 4.6 NVQ Level 3 in Advice and Guidance, or equivalent, or commitment to work towards and achieve this qualification while working in the role.
- 4.7 5 GCSEs grade C or above, or equivalent (Including maths and English)

##### **Knowledge, Skills & Understanding**

- 4.8 The ability to work as an effective team leader; to prioritise individual and team workloads, demonstrating initiative and also responding well to the direction and support of colleagues and managers.
- 4.9 An understanding of the importance of meeting organisation and team objectives and targets and the ability to motivate teams to achieve these through motivational and coaching techniques.
- 4.10 An agile mindset, always learning from experience, striving for improvement and open to new ways of working to achieve this.

- 4.11 A detailed knowledge of the further education and training system, including an up to date understanding of funding rules and how they relate to students; and the ability to source information in order to give information and advice.
- 4.12 Sound understanding of the General Data Protection Regulation and how this must be implemented in the work of the service.
- 4.13 Excellent administration and organisational skills.
- 4.14 High level communication skills so that you can write correctly and liaise with others appropriately for a range of purposes
- 4.15 Ability to record, retrieve and interpret data using relevant software and IT packages.
- 4.16 A willingness to learn and use new IT-based and administrative systems and procedures.

### **Additional Information:**

#### **Hours of Work**

Hours of work will usually be between the core hours of 8.30am and 7pm on week days, arranged on a rota as required with other team members. The post will include occasional later evenings and Saturday work to support recruitment and enrolment. You will be expected to attend out-of-hours recruitment events and play a lead role during extended enrolment hours.

#### **Place of Work**

The post holder will normally have one base campus within the New City College Group and will be expected to work from time to time at any New City College campus as required by the college to meet the needs of the service. The role also includes promoting the college at external events and at local schools and other organisations.

Under exceptional circumstances, e.g. alterations in the College's pattern of working or changes in pattern of demand, the hours of attendance may be varied after consultation with the member of staff concerned.

This job description will be regularly reviewed to ensure that it is an active description of the responsibilities and duties of the individual post holder and that these responsibilities and duties consistently match the needs of the College.