

# **JOB DESCRIPTION**

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**TITLE:** Customer Services Adviser

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**GRADE:** Scale 5

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**RESPONSIBLE TO:** Customer Services Manager

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## **PURPOSE OF JOB:**

- 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.

To maintain and where necessary improve the integrity of student data, analysing, interpreting and producing reports.

## **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. To build and maintain key relationships with: Potential and current students, visitors and enquirers, other team members, support and curriculum staff and managers across the New City College Group.
- 3.2. Provide a professional and welcoming customer service to students and visitors to the college, promoting New City College as first choice to potential students and the wider community, recognising the barriers to education faced by certain individuals and groups. This will include staffing college front line and reception desks on a rota basis and when required to cover absence.
- 3.3. Proactively promote the College's courses and other activity in order to meet recruitment targets. Ensure accurate information is provided about courses, fees and student support, providing relevant support and signposting to students and applicants as appropriate.
- 3.4. Liaise closely with faculty staff as required to deliver an effective information, admissions and enrolment service. This could include arranging assessment and recruitment sessions, administering applications and offers, and applying references and other information to learners' files – making sure that the enquiry-to- enrolment process is efficient and smooth for students and the college and that all relevant information is recorded in college data systems.
- 3.5. Undertake customer and student-facing duties and administration related to student admissions, enrolment and support using college systems. This will involve working at enrolment events and sessions which may take place in the evenings.

- 3.6. Play an active role in promotional, recruitment, admissions and enrolment processes and events for New City College, on campus and at external venues.
- 3.7. Assess students' fee status and take payments as part of the student enrolment process.
- 3.8. Promote and administer student financial awards and welfare services throughout the academic year (including 16-19 bursary, 19+ grant payments, college kits, free meals, TfL applications, childcare provision, NUS cards, emergency support payments and student support services), working with relevant staff and in line with campus processes, and keep records for data analysis. This may mean signposting to other teams.
- 3.9. Undertake administration to ensure compliance with college processes and sector best practice. This will include collecting and filing details using college systems for effective student support, funding purposes, audit requirements and statistical analysis in line with General Data Protection Regulations.
- 3.10. Work as part of a busy team and provide cover and support for colleagues' duties as required during busy periods, leave or other temporary absences. This may mean responding to student enquiries by phone or email in line with Contact Centre processes or covering college reception desks as required.
- 3.11. You will be required to carry out other duties as may be commensurate with the post which do not change the character or purpose of the post which are necessary to maintain high standards of business practice.
- 3.12. As part of New City College's commitment to safeguarding our students, you will be required to actively support students' safety and wellbeing, including protecting students from the risk of radicalisation.

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

- 4.1 Experience of working in a customer service setting in an information and advice-giving role.
- 4.2 Experience of the use of information technology applications such as Management Information Systems, databases, spreadsheets, diary and calendar systems, shared files and websites.
- 4.3 NVQ Level 3 in Advice and Guidance, or equivalent, or commitment to work towards the standards of this qualification.
- 4.4 Minimum level 2 literacy/numeracy.
- 4.5 Good administration and organisational skills.
- 4.6 A willingness to learn and use IT-based and administrative systems and procedures.

- 4.7 An ability to produce documents to a high standard of accuracy, professionalism and appropriate formatting.
- 4.8 The ability to work as an effective team member; to work on your own initiative and also to respond well to the direction and support of supervisors and managers.
- 4.9 An understanding of the importance of meeting corporate and team objectives and targets.
- 4.10 The ability to motivate yourself and others to complete tasks and achieve high standards.
- 4.11 The ability to prioritise personal and team workloads and manage competing demands.
- 4.12 A high level of verbal and written communication skills which enable the creation of positive relationships with students, staff, managers and external contacts at all levels.
- 4.13 A general knowledge of the education and training system and the ability to source information in order to give information and advice and to learn and effectively carry out duties related to the recruitment and enrolment of students.
- 4.14 A sound understanding of the General Data Protection Regulation and how it relates to the service.
- 4.15 A proactive approach to promoting the equality of opportunity within the role and more widely across College life.
- 4.16 Ability to demonstrate how you would support the safety and well-being of students and protect them from the risk of radicalisation.

**Additional Information:**

Hours of work: 35 hours per week - all year round. Routine fixed daily start and finish times between 08:30 and 21:00 by agreement. The post will include occasional later evenings and Saturday work to support recruitment and enrolment of students.

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.

The post holder will normally have one base borough 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.

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.