



JOB DESCRIPTION

JOB TITLE: **Customer Support Officer**

Sector/Section: Recruitment & Relations

Grade: Scale 3

Directly responsible to: Customer Support Team Office Manager

Directly responsible for: N/A

PURPOSE OF JOB:

To provide high quality customer service to all users of the College in order to meet the Recruitment & Relations Service Level Agreement and the Generic Customer Care Service Level Agreement.

To provide advice and guidance to customers on a range of issues and promote the services of the College.

To establish and maintain long term professional relations with customers.

MAIN RESPONSIBILITIES AND DUTIES:

1. To provide a high quality first point of contact service to all users of the College through a range of methods eg by phone, e-mail, livechat or face to face (reception).
2. To help establish and maintain effective procedures and records to deal with general and specific enquiries including the collation and full use of information for telephone directories, Council Tax certificates, absence logs and data entry using the College's management information systems.
3. To work as a member of the team in order to meet both the Generic Customer Care and the Recruitment & Relations Service Level Agreements.
4. To record, produce and distribute appropriately student ID cards, lift pass requests and other such documentation.
5. To carry out supportive administrative work within the Recruitment & Relations Team. To include, but not exclusive to, word processing, mailings, telephone calls/surveys, e-mails, photocopying, use of the internet.
6. To carry out all administrative procedures relating to the recruitment and enrolment of students including the handling of monies. This may include the enrolment of learners during main enrolment weeks.
7. To handle monies as required including on request for taxi orders and in relation to enrolment or a learner's fee payments.
8. To assist with administrative procedures which enable the College to build and maintain long term relationships with customers.
9. To work to, and help establish and review, processes and systems for central services such as lost property, drop off and collection, event bookings etc
10. To work to the College's Visitors Framework and alert management of non-compliance.
11. To work an agreed rota to ensure that the reception/helpline is adequately staffed at all times. This may include occasional day/evening work to cover for absent colleagues.
12. To support Recruitment & Relations Team and College wide events. This may include occasional evening work and work off site.
13. To create and maintain a professional relationship with all colleagues and customers and to promote this approach across College.
14. To represent the Customer Support Team at appropriate College wide meetings and working groups.
15. To support and promote the work of the College at all times.
16. To work unsupervised whilst maintaining high standards.
17. To provide support and cover to colleagues as required. This may involve working at sites other than the usual place of work.
18. To undertake all necessary training and attend all meetings relevant to the post and grade.
19. To undertake such duties as may be required by the Principal, commensurate with the grade and nature of the post.

PHYSICAL CONDITIONS

Place of Work

The principal place of work for this post will be the Corporation's premises at the Deane Road Campus. However, the post holder may be required to work on either a temporary or an indefinite basis at any premises at which it may from time to time provide services or at other locations, mainly in the Bolton area when required e.g. schools to promote the College or other sites to provide cover for colleagues.

Working Hours

The post holder will be expected to work such hours as are necessary for the proper performance of their duties and responsibilities with a minimum of 33.5 hours per week. The post holder may from time to time be required to work additional hours in which case time off in lieu will be negotiated.

You will be required to work Monday to Thursday, 11.30am – 7.30pm, Friday, 8.30am – 3.00pm

Probationary Period

If the post holder is a new employee to the College, the first 9 months of employment will be a probationary period, during which the suitability of the post holder for the position will be assessed. The Corporation reserves the right to extend the probationary period, if, in its opinion, circumstances so require. During the probationary period, the employment may be terminated either by the post holder or by the Corporation on giving one month written notice. The Corporation's Disciplinary Procedure will not apply during the probationary period.

Appraisal

The post holder will be required to participate in a staff appraisal scheme approved by the Corporation.

In the interests of health and safety, smoking is not permitted in Bolton College.

JOB DESCRIPTION PREPARED BY: Nicola Hood

DATE: October 2018