



PERSON SPECIFICATION

POST	Customer Support Officer	DEPT	RECRUITMENT & RELATIONS
GRADE	Scale 3	REF No	034-19

EDUCATION / TRAINING	CRITERIA ESSENTIAL (E) DESIRABLE (D)	MEASURED BY INTERVIEW (I) APPLICATION (AF) ASSESSMENT CTRE (AC) PRESENTATION (P)
GCSE Maths, English minimum A-C/4	E	AF/I
NVQ2 or equivalent in Customer Service or Advice & Guidance	E	AF/I
ECDL or equivalent	E	AF/I
Additional qualifications in Customer Service or Advice & Guidance	D	AF/I
RELEVANT EXPERIENCE		
Experience of working in an office environment and carrying out a range of administrative tasks.	E	AF/I
Experience of working on a busy reception desk and/or in a call centre type environment	E	AF/I
A second language including British Sign Language	D	AF/I
RELEVANT KNOWLEDGE/ SKILLS & APTITUDES		
Ability to multi-task under pressure.	E	AF/I
Ability to maintain appropriate administrative systems.	E	AF/I
Ability to establish and maintain good relationships with a range of people i.e.: students, staff, parents, Governors and visitors.	E	AF/I
Excellent communication skills.	E	AF//AC
Ability and desire to work well as part of a team.	E	AF/I
Ability to manage and prioritise own workloads and to help support others in their work.	E	AF/I
Familiarity with standard office equipment and processes including photocopier, word processing, e-mail, data inputting, mail merge, internet searches.	E	AF//AC
Experience of handling money	D	AF/I

SPECIAL REQUIREMENTS	CRITERIA	MEASURED BY
Flexible and helpful with a customer focussed attitude	E	AF/I
Ability to gather and retain information for appropriate use.	E	AF/I
Willingness and ability to take responsibility for certain tasks.	E	AF/I
An awareness of self and professional development.	E	AF/I
Working knowledge of EBS or other student records database	D	AF/I
Experience of enrolling students using EBS	D	AF/I
PHYSICAL REQUIREMENTS		
The successful post holder would be expected to have a flexible approach to their work. To work evenings and weekends as and when required.	E	AF/I
The successful applicant will need to have a DBS check to work in the College environment.	E	AF/I
The post holder would be required to demonstrate an ability to discretion and maintaining confidentiality.	E	AF/I
Must be willing to undertake appropriate training and development in order to meet the requirements of the college.	E	AF/I
Awareness of health and safety requirements.	E	AF/I
Commitment to the principles of valuing diversity and equal opportunities.	E	AF/I
Bolton College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.	E	AF/I
The post holder would be expected to demonstrate a commitment to developing their knowledge and understanding of Further Education, including funding arrangements, student related processes and the quality framework.	E	AF/I