

Capital City College Group

Job Description and Person Specification

Post:	Learner Adviser Support
Contract:	Hourly Paid Support
Hours:	Up to 35 hours per week
Reporting to:	Contact Centre Manager
Salary:	£12.57 (basic) + £1.52 (holiday) = £14.09 (total rate)

Key Purpose

To support contact centre operations in delivery of a highly efficient and customer focused service to all internal and external stakeholders.

To provide existing and potential students with impartial and quality information and advice on courses, training, application, enrolment, and progression.

Main Duties and Responsibilities

- Deliver a professional, safe, effective, and efficient customer-focused information and advice service to the Matrix standards for all current and prospective students and/or their agents.
- Offer excellent customer care in line with the key performance indicators.
- Develop and maintain a comprehensive understanding of the courses & training offered by the Group, and the framework of qualifications (both vocational and academic).
- Collaborate with curriculum teams and other support teams to fulfil specialist support needs of potential and existing students.
- Provide excellent standards of information and advice via all means of communication including telephone, e-mail, online chat, and social media in a professional, efficient and patient manner.
- Record student and customer interactions accurately in a dedicated CRM and follow up enquiries and new leads within set timelines.
- Participate in outbound campaigns to support conversion from enquiries to applications and enrolment.
- Support the admissions and enrolment process by proving students with information and advice on applications, fees, funding, enrolment, progression including referral to specialist learner support.
- Participate in quality assurance activities including regular self-reflection and acting upon customer feedback.

Expectations of the Post Holder

- To demonstrate model behaviours that, always, are consistent with an open, inclusive and participative style.
- To be proactive in identifying and pursuing opportunities that are appropriate to maintaining his/her professional development, and actively participate in the Group's appraisal scheme.
- To always carry out his/her duties with due regard to the Group's policies, including Safeguarding, Health & Safety, Equal Opportunities, and Data Protection, and participate in training as and when required.
- To work flexibly and to undertake such other duties that may reasonably be allocated by the line manager.

Special Conditions

- The nature of this post means that the post holder may need to travel from time to time to other College centres and external venues.
- The post holder will be contracted to work for a defined number of hours per week, but it is a requirement of this post that the holder will flex these hours to reasonably meet the needs of the service, which may include shift work including occasional evening and weekends.
- This post falls within the scope of the regulations requiring a Disclosure & Barring Service (DBS check).

N.B. This job description is designed to outline a range of main duties that may be encountered. It is not designed to be an exhaustive listing of tasks and can be varied in consultation with the post holder to reflect changes in the job or the organisation.

EDI

We are committed to creating and promoting a diverse and inclusive workforce that better reflects the wider community we support. We particularly welcome applicants from groups currently under-represented in senior roles, including Black, Asian, and Minority Ethnic (BAME), people with disabilities and from the LGBTQ community.

Safeguarding

We are committed to safeguarding and promoting the welfare and safety of our students and expect everybody working for the Group to share this commitment. We actively seek DBS enhanced clearance checks for applications of employment as part of our safeguarding procedures.

Person Specification

	Criteria	Essential	Desirable
Qualifications / Professional Development	Education to Level 3	Y	
	Level 3 IAG qualification		Y
	Demonstrate commitment to continuous professional development	Y	
Knowledge / Experience	Experience of working in a busy, high achieving customer support team, preferably within an educational environment.	Y	
	Knowledge of Microsoft Office applications to intermediate level or beyond and experience with dedicated databases.	Y	
	An understanding of, and commitment to, the College's Equal Opportunities Policies and a willingness to promote equality of opportunity in all aspects of the work.	Y	
	Knowledge of student admissions procedures, further education funding systems, student eligibility and fee rules		Y
	Knowledge of data protection regulations and how it impacts on customer support operations	Y	
Skills / Abilities	The ability to establish a rapport with clients and colleagues at all levels and good interpersonal, written, and oral communication skills.	Y	
	Well-developed interview and advisory skills, and the ability to work effectively with young people and adults of all backgrounds.	Y	
	The ability to work effectively as a member of the team	Y	
	The ability to capture and process data accurately and in full.	Y	
	The ability to plan, prioritise and monitor one's own workload to ensure that deadlines are met	Y	
	The ability to maintain excellent customer care while working under pressure in response to demand.	Y	