### JOB PROFILE – CUSTOMER SERVICE ADVISOR

### JOB PURPOSE & KEY ACCOUNTABILITIES

To co-ordinate and manage enquiries, inbound and outbound across all channels, delivering exceptional customer experience at all points of engagement, whilst also supporting the sales team.

**PORTFOLIO**





Engage

Research

Customer Service

Advisor

Co-ordinate

Record

Accurate MIS

& Reporting



**RELATIONSHIPS**

Directly reporting to: Customer Services Manager

Responsible for: No direct reports

Functional relationship: Working across the Group to ensure good communication and employer relationships are maintained through a single point of contact for all employer enquiries.

**KEY RESPONSIBILITIES**

* **Engage** - to support sales and delivery activities with inbound / outbound enquiries, via all communication channels, including employer and candidate on-boarding activities; ensuring income opportunities are maximised through excellent customer interaction.
* **Research** - to support sales and marketing activities through research, feedback and data management that results in well-targeted communications and interactions via all channels; placing customer insight at the heart of our engagement.
* **Co-ordinate** - to coordinate and support the promotion and fulfilment of courses and apprenticeship vacancies, ensuring data is effectively managed and maximised; resulting in best practice processes.
* **Record** - effectively capture, input and maintain enquiry / customer account information that can be analysed and evaluated to support further engagement activities; ensuring accurate MIS and reporting processes are in place.

**CAPABILITIES**

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| **BUSINESS CONTRIBUTION** |
| 1. You understand where you fit in the organisation’s success and hold yourself to account
2. You contribute to setting your own achievable objectives in line with the business plan
3. You take personal responsibility for making the right things happen which add value
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| **CUSTOMER FOCUS** |
| 1. You ensure that every action/decision takes into consideration the impact on the customer.
2. You understand who all our customers are and respond appropriately
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| **WORKING WITH OTHERS** |
| 1. You work collaboratively and independently as situations require for a successful organisational outcome
2. You are proactive in providing appropriate support and guidance to others to achieve organisational results
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| **PERSONAL DEVELOPMENT** |
| 1. You actively develop yourself in line with business needs
2. You show good awareness of your own values, motivations and emotions
3. You prioritise objectives and plan work to make best use of own and others time and resources
4. You actively seek, analyse and build on feedback to improve performance
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| **CONTINUOUS** |
| 1. You establish and use effective methods to review and improve activities
2. You make appropriate decisions which balance implications, consequence, risk and required outcomes
3. You actively seek and act on opportunities to improve
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**PERSON SPECIFICATION**

**KEY:**

The following key shows at which stage of the selection process the criteria needs to be evidenced.

(A) Application form

(I) Interview

(P) Performance of Assessment

(D) Documentary Evidence

(L) Lesson Observation

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications / Experience** | (A, P) Experience in a customer-facing role and *can* confidently deal with employers.  (D) English and Maths GCSE (or  equivalent) at grade C or above. | (D) Level 2 Business Administration qualification.(D) Level 2 Customer Service qualification.(D) Advanced ECDL qualification. |
| **Knowledge / Skills** | (A, I) Can use ICT equipment / Microsoft effectively.(A, I) Good working understanding of web sites, social media and customer  databases.(A, I) Ability to make judgements and problem solve. | (A, P) Understanding of and/or  ability to use a CRM  system.(A, I) Understanding of research methods.(A, I) Understanding of workforce development solutions. |
| **Personal Attributes** | (A, I) Confident, comfortable and capable in a sales / customer service  environment (A, I) Excellent communication skills.(A) Ability to prioritise own workload and manage time effectively.(A, I) Able to generate rapport with peopleat all levels (A, I) A commitment to work towards the ITS Capabilities (page 3) (A, I) Able to use own initiative, be self - driven & motivated (A, I) Team oriented |  |

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| **Additional requirements** | (I, A) Commitment to Safeguarding and the wellbeing of young people and vulnerable adults. (A, I) Ability to work flexibly and unsocial  hours on an occasional basis | (D) Driving licence and use of a car |