

<b>Group Member:</b>		Luminate Education Group	
<b>Job Title:</b>		Customer Experience Assistant	
<b>Reports to:</b>		Customer Experience Team Leader	
<b>Job Grade</b>	RLW	<b>Department</b>	Student Recruitment & Customer Experience

### ROLE SUMMARY:

We are a friendly, enthusiastic team with a passion for working with a diverse group of people, to deliver an outstanding customer experience to our students, visitors and stakeholders. We take pride in guiding our students on their journey to achieve their aspirations. Our perfect day is to see all our students start their college day with a smile and to have a fun whilst they learn

### SPECIFIC ROLE RESPONSIBILITIES:

1. Provide an excellent reception service – greet and sign in visitors, issue student ID passes, check ID badges, answer telephone calls and any other admin duties required
2. Work with the Student Recruitment and Admissions teams, school admin and curriculum to ensure customer service support aspects of enrolment, taster days, open days are logistically managed and supported to offer outstanding service to all potential students, influencers and key stakeholders.
3. To undertake the required administration supporting the school admin team and marketing team.
4. To ensure relevant queries have an appropriately managed handover and post query resolution

### CORE RESPONSIBILITIES:

1. Ensuring that the highest level of customer service is delivered consistently to students, staff, stakeholders and external visitors to exceed their expectations on reception.
2. To provide customer service, information and guidance over a number of different contact facilities (calls, webchat, email and face to face).
3. Working with KPI's and meeting or exceeding set targets.
4. Promote course specific curriculum programs and activities.
5. Frequently attend coaching, 121's and staff development sessions to improve knowledge and productivity.
6. Identify, avoid and resolve problems quickly to enhance the customer journey.

7. Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives.
8. Provide an excellent level of customer service that represents the company's brand
9. Delivery of the campus health and safety & emergency response procedures including first aid.
10. To work to flexible and diverse workflows and shift patterns in line with business needs including evenings and some weekends.
11. Any other duties that are specific to the department.
12. Assistance in the preparation, support and participation of examinations and invigilation across the Group.
13. Ability to participate in evening/weekend work as required

**GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:**

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminare Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody the Group's Values:

**Kindness**

*Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them*

**Ownership**

*Using our robust business planning model to allow areas to have clear ownership over their vision and performance*

**Enjoyment**

*Fostering environments that enable staff and students to be brave, interact and have fun*

**Collaborative**

*Proactively seeking opportunities to create synergies and positive outcomes for all*

**Passion**

*Encouraging all to have aspiration and passion in everything they do.*

**Creative**

*Always hungry to learn and looking ahead so we can be responsive*

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The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation, C= Certificate, MT = Micro Teach

<b>Qualifications and Attainments</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	Q1. Educated to Level 2 or above in Literacy and Numeracy or a commitment to achieving this within one year of appointment	A / C
E	Q2. Relevant Customer Service qualification/training/experience	A / C

<b>Experience and Knowledge</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	EK1.Proven experience as working on Front of House or customer service setting.	A / I
D	EK2. Experience of using a database or record keeping system (ideally student records database or CRM database).	A / I
E	EK3. Experience of working to targets and KPI's	A / I
E	EK4. Knowledge of data protection and confidentiality requirements	A / I

E	EK4. Knowledge of data protection and confidentiality requirements	A / I
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<b>Skills and Competencies</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	SC1. Ability to work flexibly across a number of tasks and changing priorities	I
E	SC2. Good communication skills	A / I
E	SC3. Excellent customer service skills	I
E	SC4. Good basic IT Skills	A / I
E	SC5. Good problem-solving skills	I
D	SC6. Good attention to detail and accuracy	A / I

<b>Behavioural, Values and Ethos</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I