

<b>Organisation:</b>	Leeds City College
<b>Primary Organisation Supported</b> <i>(only use this field for LEG service member of staff)</i>	Leeds City College
<b>Core Job Role:</b>	Customer Experience Assistant
<b>Job Title:</b>	Customer Experience Assistant
<b>Reports to:</b>	Customer Experience Team Leader
<b>Grade</b>	RLW
<b>Date of compilation:</b>	May 2023

### 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. Ensuring that the highest level of reception service is delivered consistently to students, staff, stakeholders and external visitors to exceed their expectations
2. To provide information, data and advice as required by students, staff, stakeholders and external visitors
3. To ensure relevant queries have an appropriately managed handover and post query resolution
4. Identify, avoid and resolve problems quickly to enhance the customer journey.
5. 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
6. 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.

7. To undertake the required administration supporting the school admin team and marketing team.
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

#### **CORE RESPONSIBILITIES:**

- Any other duties that are specific to the department

#### **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 Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody our Organisational Culture:

##### **Few rules & clear boundaries**

*The ability to be creative, within areas of focus.*

##### **Ownership & performance**

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

##### **Energy & enjoyment**

*Fostering an environment that enables our people and learners to be brave, interact and have fun.*

##### **Creative & reflective**

*Always hungry to learn and looking ahead to see what is on the horizon.*

##### **Passion & ambition**

*Encouraging all to think aspirationally, inspiring others to do the same.*

**Collaborative & responsive** *Proactively seeking opportunities to create synergies and positive outcomes for all.*

<b>Job Title:</b>	Customer Experience Assistant – Front of House
<b>Department</b>	Student Recruitment & Customer Experience

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. Relevant Qualification at level 2 or above	A
E	Q2. Relevant Customer service qualification or training	A
D	Q3. Relevant IAG qualification at level 2	A
E	Q3. Literacy and numeracy qualification at Level 2 or above	A
D	Q4 First aid at work certificate	A
D	Q5. De-escalation training	A
<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
E	EK2. Can Do attitude	A/I
E	EK3. Experience of using Microsoft Office and Google applications	A/I
E	EK4. Experience of using student records database or a CRM database.	A/I
E	EK5. Knowledge of data protection and confidentiality requirements	A/I
E	EK6. Experience of resolving problems	A/I

<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	A / I
E	SC2. Good communication skills	A / I
E	SC3. Excellent customer service skills	A / I
E	SC4. Excellent IT Skills	A / I
E	SC5. Good attention to detail and accuracy	A / I
E	SC6. Good problem solving	A / I
<b>Behavioural, Values and Ethos</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>

E	Support and promotion of equality, diversity and inclusion	I
E	Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	Commitment to the PREVENT agenda	I
E	Commitment to professional standards	I
E	Commitment to restorative practice approaches	I