

<b>Group Member:</b>		Luminate Education Group	
<b>Job Title:</b>		Customer Experience Officer and Administrator	
<b>Reports to:</b>		Reception Team Leader	
<b>Job Grade</b>	LEG A	<b>Department</b>	HE Registry Team

### ROLE SUMMARY:

The Customer Experience Administrator will contribute to the effective operation of Leeds Conservatoire and/or University Centre Leeds by providing a high standard of customer care to students, staff and visitors at all times. This will include Box Office responsibilities and administrative support to the HE Quality and Standards Directorate.

### SPECIFIC ROLE RESPONSIBILITIES:

1. Ensure that the highest level of reception service is delivered consistently to students, staff, stakeholders and external visitors to exceed their expectations.
2. Provide information, data and advice as required by students, staff, stakeholders and external visitors
3. 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 Events, 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. Provide administrative support to the HE Quality and Standards Directorate and other the school admin or institution teams as needed.
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, possibly including first aid.
10. Work to flexible and diverse workflows and shift patterns in line with business needs including evenings and some weekends.
11. Process concert ticket bookings in person, by telephone, internet and by post.
12. Collect and accurately balance all payments made for ticketing activity and and lending facilities.

**CORE RESPONSIBILITIES:**

1. Attend and contribute to team meetings, planning days and other departmental staff events, sharing information and best practice.
2. Liaise with external agencies as required.
3. Engage in policy development and review activities.
4. Develop and maintain offline and online information and communication, which provides students and staff with access advice, guidance and signposting.
5. Gather staff, student and other stakeholder feedback to inform planning and development of resources.
6. Participate in open days, student activities, awareness arising events, and enrolment where required, which will involve occasional weekend and evening work.
7. Work flexibly as a member of the Registry team.
8. Provide information and data to enable timely reports to be collated.
9. Any other duties that are specific to the department.
10. Assistance in the preparation, support and participation of examinations and invigilation across the Group.

**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 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. English and Maths at Level 2 or above	A
E	Q2. Relevant customer service qualification or training	A
D	Q3. Relevant IAG qualification at level 2 or above	A
D	Q4. First Aid at Work training	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. Experience of using a range of IT packages, including Microsoft Office and Google applications	A / I
E	EK3. Experience of using student records database or a CRM database.	A / I

E	EK4. Knowledge of data protection and confidentiality requirement.	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. Excellent written and verbal communication skills, with the ability to work with stakeholders at all levels and provide excellent customer service.	A / I
E	SC3. Excellent customer service skills	A / I
E	SC4. Consistently good attention to detail and accuracy	A / I
E	SC5. The ability to make information accessible to internal and external stakeholders at appropriate levels	A / I
E	SC6. Able to work well both as a member of a team and using own initiative	A / I
E	SC7. Good IT skills	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