

Job Description

Group Member:		Luminate Group Services	
Job Title:		Customer Experience Team Leader	
Reports to:		Customer Experience Co-ordinator	
Job Grade	LEG B	Department	Student Recruitment & Marketing

CORE RESPONSIBILITIES:

1. Manage the customer experience team at designated campus
2. Ensuring that the highest level of reception service is delivered consistently to students, staff, stakeholders and external visitors to exceed their expectations
3. To ensure reception cover at main campuses including sickness and holiday cover
4. To ensure the customer service assistants regularly receive training on the Front of house systems
5. To ensure a consistent excellent reception service at designated campus– issuing student ID passes, Checking ID badges answering telephone calls and any other admin duties required
6. To ensure that the campus team provides an excellent level of customer service that represents the company's brand across all campuses
7. Achieves and creates an environment that allows colleagues to achieve job fulfilment by motivating and developing staff across all campuses.
8. Manage the College visitor system ensuring all visitors are signed into the college, and training is given to all staff across all campuses
9. To establish working relationships with campus teams and attend campus meetings to ensure quality customer service and knowledge of day-to-day operations across all campuses
10. To ensure that the customer experience teams play an active part of the campus health and safety & emergency response procedures administering first aid and fire marshalling duties
11. To work to flexible and diverse workflows and shift patterns in line with business needs including some evenings and weekends. As the College is a multi-campus site, flexibility and willingness to work across all sites is required.
12. Any other duties that are specific to the department.
13. 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 relational 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

Person Specification

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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

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. Previous Customer service experience including any Front of House/reception desk	A
E	Q2. Literacy and numeracy qualification at Level 2 or above	A / C
E	Q3. Relevant team leader or customer service qualification at level 3 or above or a commitment to complete this through the college	A / C
D	Q4. First aid at work certificate	A

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Experience of managing a team and running a front of house/reception desk	A / I
E	EK2. Experience of Training and developing a team	A / I

E	EK3. Knowledge of data protection and confidentiality requirements	A / I
E	EK4. Experience of using student records database or something similar	A / I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Ability to work flexibly across a number of tasks and changing priorities	A / I / T
E	SC2. Good communication and customer service skills	A / I /
E	SC3. Experience of using Microsoft Office and Google applications	A / I / T
E	SC4. Good attention to detail and accuracy	A / I / T
E	SC5. Able to problem solve and make effective decisions	A / I / T

Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
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