

<b>Organisation:</b>	Luminate Education Group
<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 – Contact Centre
<b>Job Title:</b>	Customer Experience Assistant – Contact Centre
<b>Reports to:</b>	Customer Experience Team Leader
<b>Grade</b>	RLW
<b>Date of compilation:</b>	

### ROLE SUMMARY:

Student Recruitment and Customer Experience Contact Centre Assistant, with additional administrative and non-administrative responsibilities.

### SPECIFIC ROLE RESPONSIBILITIES:

1. To provide customer service, information and guidance over a number of different contact facilities (calls, webchat, email and face-to-face.)
2. To be the first point of contact for all contacts coming into the contact centre.
3. Working against KPI's and meeting or exceeding set targets.
4. Organising and updating systems and schedules.
5. Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives.
6. Frequently attend coaching, 1to1 and staff development sessions to improve knowledge and productivity.
7. Take an active part in all college student recruitment-related events such as open days and curriculum-specific activities.
8. Promote course-specific curriculum programs and activities.
9. Work with flexible and diverse workflows and shift patterns in line with business needs.

## **CORE RESPONSIBILITIES:**

1. Co-operate in any staff development activities required to effectively carry out the duties of the post and to participate in College staff review and development schemes.

## **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.*

## Person Specification

<b>Job Title:</b>	Customer Experience Assistant – Contact Centre
<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. Literacy and Numeracy at Level 2 or above	A
D	Q2. Relevant Customer Service qualification/training/experience	A
<b>Experience and Knowledge</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	EK1. Experience of working in a customer-focused role/environment	A / I
E	EK2. Excellent IT skills and knowledge of Microsoft office/google applications	A / I / T
E	EK3. Good knowledge of CRM systems or record-keeping systems.	A / I / T
E	EK4. Experience of working to targets and KPI's	A / I
E	EK5. Knowledge of data protection and confidentiality requirements	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	A / I / T
E	SC2. Good communication skills	A / I
E	SC3. Excellent customer service skills	A / I
E	SC4. Excellent IT Skills	A / I / T
E	SC5. Good attention to detail and accuracy	A / I / T
E	SC6. Good problem solving	A / I / T
<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