

Job Description

Group Member:		Luminate Education Group	
Job Title:		Customer Service Team Leader	
Reports to:		Customer Experience Co-ordinator	
Job Grade	LEG C	Department	Customer Experience

ROLE SUMMARY:

Manage and lead the customer experience team to provide an outstanding first point of contact for internal and external customers and stakeholders.

CORE RESPONSIBILITIES:

1. To manage the day-to-day running of the customer experience team, including reception, contact centre calls, web chat, text, emails via pro sol and dedicated inbox and online contact for Leeds and Harrogate plus the Luminate Education Group. Completion of rota, covering any annual leave and sickness to meet the agreed SLA.
2. To ensure that all the customer experience team are compliant with all mandatory training and deliver any training needed to successfully carry out their role to the standard expected, including training packages and IAG.
3. To ensure a consistent, excellent reception service at the designated campus that represents the Luminate brand – issue student ID passes, check ID badges against Pro Solution, answering telephone calls and any other admin duties required.
4. 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.
5. Achieves and creates an environment that allows colleagues to achieve job fulfilment by motivating and developing staff across all campuses.
6. To support and work with the admissions campus team leaders for the Luminate Group, to support the application to interview to enrolment process, including the tracking of students through a range of data processing systems along with phone, text, email, letter and online processes. Liaise with the admissions team leaders and Curriculum HOD's across the colleges to gain course information and interview dates.

7. Provide contact centre specific data to HOD's and Directors as applicable and provide weekly reports and updates to the direct management team.
8. To attend marketing, student recruitment, and curriculum meetings and relay information to the wider customer experience team.
9. To work with the wider marketing department to ensure campus-based activities are promoted and to ensure the customer experience and contact centre team play an active role in the delivery of open days and across college events for the Luminate Group.
10. To manage the text messaging system for student recruitment including sending out, topping up the system, reporting on usage and responses to the text system.
11. To support the wider front of house team when customer experience executives at other campuses are on leave and to provide cover if needed.
12. To work to flexible and diverse workflows and shift patterns in line with business needs including some evenings and weekends.
13. 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.
14. Any other duties that are specific to the department.
15. Assistance in the preparation, support and participation of examinations and invigilation across the Group.
16. 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 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

Job Title:	Customer Service Team Leader
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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. Relevant Customer service qualification or training	A / I / T / P / C
E	Q2. Literacy and numeracy qualification at Level 2 or above	A / I / T / P / C
E	Q3. Relevant Qualification at level 3 or above	A / I / T / P / C
D	Q4. Level 3 in IAG	A / I / T / P / C

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Substantial experience of working in a customer-focused role/ environment	A / I
E	EK2. Experience of managing a team	A / I
E	EK3. Experience of using data to drive developments	A / I / T
E	EK4. Experience of Query handling to other teams	A / I / T

E	EK5. Managing a range of tasks to conflicting deadlines	A / I / T
E	EK6. experience of managing online/ social media or other web programs for customer enquires	A / I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Ability to clearly and professionally communicate with customers, colleagues, and stakeholders both verbally and in writing.	A / I
E	EK2. Proven ability to motivate and steer team members toward achieving collective targets and maintaining high performance.	A / I
E	EK3. Able to interpret data to drive evidence-based decisions and implement improvements, including identifying trends and patterns to enhance processes and support data-driven initiatives.	A / I / T
E	EK4. Proven ability to handle and coordinate inter-team queries effectively, facilitating resolution and maintaining smooth collaboration.	A / I / T
E	EK5. Proven ability to manage multiple tasks simultaneously while meeting conflicting deadlines efficiently.	A / I / T
E	EK6. Experience managing online platforms and social media channels to handle and respond to customer enquiries effectively	A / I

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
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