



Leeds City College

## Job Description

<b>Job Title:</b>	Customer Experience Assistant – Contact Centre
<b>Location:</b>	Park Lane Contact Centre
<b>Grade/Salary</b>	LC2

### SUMMARY OF DUTIES AND RESPONSIBILITIES:

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

### REPORTS TO:

Customer Experience Team Leader

### STAFF RESPONSIBILITIES FOR:

None

### MAIN DUTIES:

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 contact 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, 121's 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 to flexible and diverse work flows and shift patterns in line with business needs.

### General

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.
2. Compliance with all College policies and procedures.
3. Comply with all legislative and regulatory requirements.
4. To promote a positive image of the College.
5. Any other duties commensurate with the level of the post, which may be required from time to time.

### NOTES:

### Safeguarding Children and Vulnerable Adults

Leeds City College has a statutory and moral duty to ensure that the College functions with a view to safeguarding and promoting the welfare of children and young people studying at the College. The post holder will be required to commit to the College child protection policy and promote a safe environment for children and young people learning within the College. All posts are subject to enhanced Disclosure and Barring Service check. However, having a criminal record will not necessarily bar you from working with us this will depend on the nature of the position and the circumstances and background of your offences.

## Equality and Diversity

All employees of Leeds City College are required to promote equality and diversity in all aspects of the job. Specifically the job holder will be required to support the College to meet the General Equality Duty under the Equality Act 2010 to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

The protected characteristics are: Age, Disability, Gender Reassignment, Marriage/Civil Partnership, Pregnancy/Maternity Leave, Race, Religion or Belief, Sex, Sexual Orientation.

## Health and Safety

It is the responsibility of all employees to co-operate with the College management in meeting the objectives of providing a healthy and safe place of work. Therefore all staff must carry out their work with reasonable care for the health and safety of themselves and other people. Accidents or near misses must be reported and safe working procedures must always be followed.

1. Duties will inevitably develop and change as the work of the College changes to meet the needs of our service. Employees should therefore expect periodic variations to job descriptions, Leeds City College reserves this right. This job description will be supplemented on a regular basis by individual objectives derived from College strategies.
2. Where an applicant or existing employee is, or becomes, disabled (as defined by the DDA) and informs the College fully of their requirements, reasonable adjustments will be made to the job description wherever possible.

GENERAL TERMS AND CONDITIONS OF POST	
<b>Working Hours:</b>	37 hours per week; Monday to Friday (Possible Saturdays to be paid as TOIL)
<b>Probation Period:</b>	6 Months subject to periodic reviews
<b>Special Conditions of the Post:</b>	<p>Annual leave may not be taken during the busy enrolment and induction period.</p> <p>This job description outlines a range of main duties. It is not exhaustive and can be varied in consultation with the post holder in order to reflect changes in the job or the organisation.</p> <p>As the College is a multi-campus site, flexibility and willingness to work across all sites is required.</p>

Job Description	
<b>Compiled By:</b>	Leeds City College
<b>Compilation Date:</b>	February 2019



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<b>Department</b>	<b>Student Recruitment &amp; Customer Experience</b>

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

<b>Qualifications &amp; 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
E	Q2. Relevant Customer Service qualification/training/experience	A
<b>Experience &amp; 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	EK2. Good knowledge of CRM systems or record keeping systems.	A / I / T
E	EK3. Experience of working to targets and KPI's	A / I
E	EK4. Knowledge of data protection and confidentiality requirements	A / I
<b>Skills &amp; 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 &amp; Ethos</b>		
<b>Essential (E) Desirable (D)</b>	<b>Criteria</b>	<b>Method of assessment</b>
E	B1. Commitment to the College's support and promotion of Equality and Diversity.	I
E	B2. Committed to child protection and the promotion of a safe environment for children and young people to learn in.	I
E	B3. Customer centred approach to dealing with queries	A / I /