

## Role Description

<b>Role Title:</b> Contact Centre Representative	<b>Pay Grade:</b> 5
<b>Normal Place of Work:</b> SBSA	<b>Line Manager:</b> Student Services Manager
<b>Normal Working Hours:</b> 30 hours p/w	<b>Responsible For:</b> N/A

### ROLE PURPOSE

To provide accurate Information, advice and guidance to enquiries ensuring that customers are provided with appropriate information to access appropriate learning opportunities.

To resolve customer problems, fulfil customer requests and ensure that responses to inquiries are completed timely and according to established service and quality standards.

To effectively and efficiently deliver customer service, to create an environment where high standards of customer service is cultivated and celebrated, including effective use of technology.

Generate income for the College through outbound activities. Up-sell and cross-sell various products and services and increase revenue against targets as set by Senior Manager

To maximise customer activities, enhance reputation in the local community, build relationships and promote products and services to provide prompt, accurate and courteous replies to written and telephone inquiries.

### PRINCIPAL ACCOUNTABILITIES

- a. Answer inquiries by clarifying desired information; researching, locating, and providing information.
- b. Resolve problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- c. Fulfil requests by clarifying desired information; completing transactions; forwarding requests.
- d. Enhance organisation reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments
- e. Support the achievement of allocated targets and income generation for learner numbers, income generation, expenditure and targets
- f. Be proactive in generating new business leads, responding to enquiries and managing relationships with customers, selling additional services by recognising opportunities to cross/up-sell explaining new features
- g. Act as a broker on behalf of customers and liaise with areas of to ensure the development and delivery of appropriate packages of training that meet customer needs
- h. Record and input employer related activity onto the College CRM system and proactively use the system to maximise opportunities with customers
- i. Ensure high quality customer service and strive towards continuous improvement in service standards

- j. Undertake ad hoc projects, as directed and contribute to cross-college working groups.
- k. Work innovatively and creatively to achieve objectives and deliver an outstanding quality customer service.
- l. Work towards and support the College's vision and the objectives.
- m. Ensure personal conduct complies with the requirements of the financial regulations and strive to ensure that the college receives best value in all activities.
- n. Act responsibly in using resources and contribute to, and comply with, efforts and initiatives to reduce carbon emissions.
- o. Promote and safeguard the welfare of children, young persons and other vulnerable people for whom you are responsible and whom you come into contact with.
- p. Be responsible for own safety and not endanger that of colleagues/visitors to the workplace.
- q. Reflect critically on own professional practice and discuss annually, at performance review, how performance can be improved and where appropriate agree what actions can be taken for further improvement.
- r. Undertake such other duties as may reasonably be required commensurate with the general level of responsibility, at the normal place of work or at any another College location.

## **GENERAL**

In consultation with the post holder it is liable to variation by the College to reflect actual, contemplated or proposed changes in or to the job.

Your principal place of work will initially be the College's premises in Bristol or South Gloucestershire. However, you may be required to work on either a temporary or an indefinite basis at any premises within reasonable daily travelling which the College currently has or may subsequently acquire or at any premises at which it may from time to time provide services.

This is a non-contractual document. It is possible that from time to time your job description may be reviewed and updated to ensure it is still relevant to the role you perform or to add any proposed changes. If this occurs the appropriate line manager, in consultation with you, will discuss the details before any changes are made. You will then be issued with an updated version of your job description.

## **SPECIAL CONDITIONS**

Due to the demands placed upon it and the profile of the role, the post holder will be required to have a flexible attitude to working hours.

### **Generic Responsibilities**

- To represent and promote the College brand values internally and externally; acting as an ambassador for business development on behalf of the College
- Promote the College's student first ethos by supporting at College open events to provide a quality experience for perspective students
- Promote the College's student first ethos, ensuring that the student experience is uppermost in policy and decision making

- To actively promote and act, at all times, in accordance with College policies, including, but not limited to: Health and Safety, Equal Opportunities, Prevent and Safeguarding, the Staff Code of Conduct and the College's Financial Regulations
- To actively promote and adhere to agreed College values
- To engage in implementing changes, promoting innovation
- To participate in the College Annual Appraisal Process, contributing to a culture of self-reflection on practice and continuous professional development
- To facilitate the achievement of the College's quality objectives including those from external bodies
- To undertake other reasonable duties commensurate with the level of post

### **Values**

To role model the College values of: integrity, respect, ambition and pride

### **Behaviours**

To role model and consistently exhibit: student focus; high expectations and aspirations for all; focused on progression and employment; pride in what we do and our place in the city; collaborative and continually improving.

### **Safeguarding**

City of Bristol College is committed to safeguarding children and vulnerable adults. All new employees to the College are required to complete and obtain an enhanced DBS disclosure.

Further information will be sent to all prospective staff as part of the application process

# Person Specification

	Essential	Desirable	How assessed*
<b>QUALIFICATIONS</b>			
GCSEs including Maths and English	✓		AF/Cert
Business Administration		✓	AF/Cert
<b>KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)</b>			
Experience of working in a contact centre or busy office environment	✓		AF/IV
Experience of working in a customer services role	✓		
<b>SKILLS AND ABILITIES</b>			
Ability to work on own initiative and as part of a team	✓		AF/IV
Ability to deal with multiple channels including website, live chat and phone calls	✓		AF/IV
Skills in dealing with challenging calls, dealing with complaints and upset callers at time	✓		AF/IV
A calm approach to work, and the ability to direct people to others in the College and get help when needed.	✓		AF/IV
An understanding of office based systems and ability to use these effectively	✓		AF/IV

**\*Assessment method:**

AF = Assessed via application form

AT = Assessed via test/work-related task

IV

Cert

=

=

Assessed via interview

Certificate checked at interview

**Signed** .....

**Date** .....