

## Job Description

<b>Job title:</b>	Customer Service Team Leader
<b>Reports to:</b>	Customer Engagement Manager
<b>Responsible for:</b>	n/a
<b>Grade:</b>	BSS D

### Purpose

To ensure that a high quality customer orientated service is delivered to all customers online, by telephone and in person and to ensure information is clear, accurate and impartial.

The post holder will be expected to undertake activities related to the registration and conversion of enquiries into application.

# Main duties and responsibilities

## Main Duties;

To lead the Customer Service Team, ensuring an outstanding service-driven approach to all customer and stakeholder engagements.

To create and distribute rotas to ensure suitable cover for all customer service activity within the team.

To manage the college switchboard, ensuring all calls are responded to and recorded, and voicemails or messages followed up. To ensure callers are referred to other college departments or services quickly and effectively.

To administer the College's policies and procedures in relation to enquiry data.

To provide outstanding customer service whilst delivering high quality Information and Advice in relation to BDC's current and future offer on all enquiry channels (including but not limited to email, phone, web form, live webchat, social media direct mail).

To respond to and record all inbound enquiries on the CRM system, ensuring responses are customer service focussed, accurate and timely.

To promptly follow up on all recruitment enquiries and convert enquiries into applications.

To maintain a good rapport with customers and enquiries to convert enquiries into applications.

To promote the college, its services and opportunities through interactions with customers

To build valued relations with curriculum, keeping information up to date and accurate

To gather information on customer needs to feed back to curriculum, marketing and Admissions Teams in order to meet the needs of our customers.

To share information and good practices within the team.

To liaise closely with the Careers, Parental Involvement and Student Bursary teams, making sure customers are correctly and effectively signposted and referred.

To gain an understanding of the college's apprenticeship offer.

To participate in periodic reviews of the service to ensure excellent customer satisfaction

To provide a service that regularly reviewed and underpinned within the Service Level Agreement that are in line with the Matrix Standard.

To support the Marketing Team and School Engagement Officer at onsite and offsite events as required, including College open events

To work flexibly and responsively during peak periods particularly during main enrolment.

To participate in staff development and training activities as required.

To participate in regular team meetings

To participate in the College wide Enrolment process of learners during the College's key enrolment period.

To undertake any other reasonable duty that has been identified by the Customer Engagement Manager

At all times promote all College policies, particularly those relating to equality, diversity and Health & Safety.

To keep up to date with college activities.

## Information Technology

Be conversant with the use of Information Technology and specific College IT packages and use information technology equipment and software available within the Directorate/Sectors.

To provide support in updating the staff intranet as required.

Comply with the Data Protection Act/GDPR

# Main duties and responsibilities

## Safeguarding children and vulnerable adults

Comply with Safeguarding legislation and ensure that best practice is embedded in all working practices as required.

Commitment to Safeguarding and promoting the welfare of children and vulnerable adults, ensuring that this commitment is demonstrated in all aspects of the role as appropriate.

## General

Be aware of, and comply with, legislations/competence standards relevant to the work of the Directorate

Comply with all college policies, including the Policy to Promote Equality of Opportunity.

Assist as required during examination and enrolment periods.

Be conversant with Health and Safety Requirements

Participate in the Staff Development, Review and Appraisal Scheme.

Undertake such duties and/or hours of work as may reasonably be required of you, commensurate with your grade and general level of responsibility, at your main place of work or at any other establishment for which the College provides services.

**NB: In consultation with you, this job description is liable to variation to reflect actual contemplated or proposed changes to your job.**

# Personal Specification – V2

<b>Post Title: Customer Service Team Leader</b>	<b>We will assess your match to the criteria from:</b>		
<b>Key: E – Essential D – Desirable</b>	Appl. Form	Tests	Interviews

## 1. Education / Training

NVQ customer care level 2 or equivalent ( E)	√		
Good general standard of education equivalent GCSE( E)	√		

## 2. Experience

Experience of leading a customer service focussed team. ( D)	√		
Excellent IT skills in MS Office or equivalent ( E)	√		√
Excellent customer care skills (all media) ( E)	√		√
Ability to monitor areas of work, maintain standards ( E)	√		√
A good working knowledge of providing course information and associated processes within FE ( E)	√		

## 3. Communication

Outstanding telephone manner and able to deal with people of all levels ( E)	√		√
Ability to remain calm in pressurised situations ( E)	√		√
Ability to embrace change and to see through proposed changes effectively and efficiently with minimum disruption to the service ( E)	√		√

## 4. Disposition/Personal Qualities

Positive, customer focussed and problem solving approach to all engagements ( E)	√		√
Ability to work as part of a large team ( E)	√		√
Ability to monitor a large demanding workload, tracking and allocating tasks, compiling reports where necessary ( E)	√		√
Ability to take own initiative ( E)	√		√

Post Title:	We will assess your match to the criteria from:		
Key: (E) – Essential (D) – Desirable	Appl. Form	Tests	Interviews
<b>5. Professional Knowledge / Understanding</b>			
Willing to work in a multi skilled area and to continue to take on tasks and projects as requested ( E)	√		√
Able to demonstrate an understanding of equality of opportunity and have practical ideas on how to implement it ( E)	√		√
<b>6. Professional Judgement/Decision</b>			
Ability to manage own time and work without supervision (E)	√		√
<b>7. Circumstances</b>			
Willing to work overtime at short notice (E)	√		
Willing to work evenings and weekends (E)	√		
Good punctuality and attendance record (E)	√		
<b>8. Safeguarding Children &amp; Vulnerable Adults</b>			
Understanding of Safeguarding Legislation and it's application within the educational sector. (E)	√	√	
Commitment to Safeguarding and promoting the welfare of children and vulnerable adults (E)	√	√	
<b>9. Equality &amp; Diversity</b>			
An understanding of and commitment to all aspects of equality and diversity. (E)	√	√	

# How to apply:

For internal candidates:

<https://www.jobtrain.co.uk/barkingdagenhamcollege/internal/>

For external candidates:

<https://www.jobtrain.co.uk/barkingdagenhamcollege/>



[www.bdc.ac.uk](http://www.bdc.ac.uk)