



Vision Business Support Services is a subsidiary company of West Nottinghamshire College.

**Customer Enquiries Advisor**  
**Full time (37 hours per week)**  
**Community and Adult Learning**  
**VBSS21.72**

## 1. The Appointment

You will be the first-point-of-contact in dealing with queries, information, advice and guidance for new and existing students.

The Customer Service Advisor role is predominantly telephone based, and will include following up on current learners coming to the end of their courses to discuss progression opportunities and gather destination data and engage with potential learners.

You will possess excellent communication and customer care skills with a professional, outgoing personality and the confidence and empathy to provide outstanding service to all.

You should have a strong and confident telephone manner as the role will include interaction with the customer via inward and outbound calls, provide information about college courses and support facilities and the ability to work on your own initiative or as part of a team.

You should have relevant experience of direct customer contact in a front-line environment, excellent IT skills, appropriate qualifications to at least level 2, including a good standard of written and spoken English. You should possess or be willing to work towards a guidance (IAG) qualification, have strong administration skills, experience in data input, an organised and accurate approach coupled with integrity, initiative, commitment and the ability to problem solve and a passion for customer care. A Level 2/3 customer care qualification would be desirable, but what is essential is a desire to provide exceptional service at all times.

You will be required to work flexibly, due to the community and adult courses running into evenings and weekends, you may be required to be available between the hours of 8am–8.30pm, so can include later evenings and weekends to suit the needs of the business and successful candidate.

The role will require you to embed the college's values; **Respect, Integrity, Collaboration, High Expectations and Responsibility.**

## 2. The Post

### 2.1 Main Duties and Responsibilities

- a) To deliver front-line information services to customers, either face-to-face or by telephone, dealing with enquiries from the public, staff and students in a friendly and efficient manner providing accurate product and service information and giving five star customer care at all times.
- b) To take phone enquiries and arrange follow up calls, action answer phone messages as they are received and ensure all enquires are dealt with as a matter of urgency.

- c) Co-ordinate calling campaigns to generate progression in line with targets.
- d) Work closely with the tutors and Community Development workers to identify groups of learners to target at any given time and also work closely with curriculums to promote progression into full time courses.
- e) To make outgoing calls in response to enquiries.
- f) Maintain learner databases to ensure accurate reporting of progression and destinations.
- g) Achieve targets set in line with profiled start and learner progression targets.  
To check the accuracy of published course information, printed or online and liaise with the appropriate school of learning or support teams to rectify any inaccuracies identified.
- h) To be able to confidently give advice and guidance of department and college courses, financial support and additional support available to learners.
- i) To assist with clerical and administrative duties as required recording accurate data in a timely manner.
- j) Participate in the smooth running of open events, initial assessments and support admissions, and marketing teams as required.
- k) To work flexibly on a rota basis within the hours of 8.00am – 8.30pm. This may include evening and weekends duties at times.
- l) To maintain strict confidentiality and discretion at all times.
- m) Any other duties, which may reasonably be regarded as commensurate with the responsibilities of the post.

## **2.2 Other Responsibilities**

- a) To uphold and promote college policies and procedures, promoting those specifically applicable to this area of work, including the Equality & Diversity and Health & Safety policies and procedures and attend training as requested.
- b) To comply with the college's own safeguarding policy and practices and attend training as requested.
- c) To keep up to date, so far as necessary, for the efficient executing of the job, with new legislation, procedures and techniques and attend relevant mandatory training.
- d) To be conversant with and participate in activities and developments at college, regional and national level which are relevant to the post.
- e) To present and promote an appropriate public image in representing the college group and its subsidiaries.
- f) To undertake any other duties as may reasonably be required commensurate with the post.

### 3. Skills, Qualities & Knowledge

	Essential	Desirable
<b>Qualifications:</b>		
Good standard of written and spoken English	✓	
Advice & Guidance NVQ Level 2 (or willing to work towards)	✓	
Customer Service NVQ Level 2 (or willing to work towards)	✓	
Maths to at least level 2	✓	
English to at least level 2	✓	
IT qualification/experience	✓	
<b>Experience</b>		
Previous experience in a customer service environment	✓	
Working or studying in Further Education		✓
Handling of confidential information		✓
Prior experience of Information, Advice and Guidance		✓
<b>Skills /Knowledge</b>		
Demonstrate suitability to work with children and vulnerable adults including knowledge/understanding of safeguarding and DBS compliance	✓	
Ability to work under pressure and to meet deadlines	✓	
Ability to work logically, methodically and accurately	✓	
Excellent communication and interpersonal skills	✓	
Ability to work under pressure with an accuracy and attention to detail	✓	
Good organisational, administrative skills including time management	✓	
Ability to work on own initiative or part of a team	✓	
An excellent knowledge of office technology packages, including word processing applications, spreadsheets and databases	✓	
<b>Qualities/Approach linked to college values</b>		
Demonstrate a positive approach to equality and diversity and customer service	✓	
Demonstrate an ability to take responsibility for own and others Health and Safety at work	✓	
Ability to build positive relationships with people of all ages and abilities	✓	
Flexible and adaptable approach to work	✓	
Well organised	✓	
Positive attitude	✓	
Willingness to go the extra mile in customer service	✓	
Ability to articulate clearly and objectively	✓	
The ability to remain calm in challenging situations	✓	

### 4. Position within the College

The post-holder will be part of the Adult and Community Learning Team and will report directly to the Centre Co-ordinator.

## 5. Terms & Conditions

- a) The post is offered on a Vision Business Support Services contract and is subject to those terms and conditions.
- b) The salary will be £17,900 per annum. This is a spot salary.
- c) You will be required to work 37 hours per week on a flexible basis.
- d) You will be entitled to 25 days leave annual leave (plus bank holidays)
- e) Other terms and conditions to be outlined in line with your contract of employment.
- f) The post holder may be located at any West Nottinghamshire College Group site and may be expected to travel as required. You will however be given reasonable notice of any change in your principal place of work and be fully consulted.

## 6. The Application

Individuals with the appropriate experience, qualifications and personal qualities are invited to complete an online application form by **5.00pm on Sunday 3<sup>rd</sup> October 2021**.

[www.wnc.ac.uk/vacancies](http://www.wnc.ac.uk/vacancies)

**THE COLLEGE PROMOTES EQUALITY OF OPPORTUNITY AND WELCOMES APPLICATIONS FROM ALL SECTORS OF SOCIETY.**

**The college is committed to safeguarding and promoting the welfare of children and young people and expect all staff to share this commitment. All successful candidates are subject to a Disclosure and Barring Service check. The successful candidate will be required to pay for the DBS check themselves, the cost (£44 for an enhanced disclosure) will automatically be deducted from their first salary payment.**

**It is an offence for anyone who is barred from working with children, young people and or vulnerable adults to apply for this position.**