

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

**Customer Enquiries Apprentice (15 month fixed term contract)**

**Communications, Engagement & Student Experience**

**Ref: VBSS22.28**

<b>1. The Appointment</b>
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Vision Business Support Services Ltd (VBSS) provides high-quality support services to all aspects of the college group. VBSS is a subsidiary company of West Nottinghamshire College and provides an important service and plays a pivotal part in the success of the college and creating an exceptional learner experience.

**ABOUT THE ROLE**

You will be part of a team that provide friendly and efficient customer enquiry service, being the first point of contact in dealing with queries, information, advice and guidance for new and existing students, college staff and visitors either face to face through the reception areas and information centre or by telephone through the call centre.

The ideal candidate will be customer focussed with a friendly, outgoing personality and the confidence to deal with customer queries and colleagues over the telephone and face to face. You will be supported to undertake an NVQ Level 3 in Customer Service whilst gaining invaluable on-the-job experience and attending specific training to aid your development in the role.

You will be required to work flexibly across any of the college sites on a rota basis, normally between the hours of 8am – 8.30pm.

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

<b>2. The Post</b>
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**2.1 Main Duties and Responsibilities**

- a) You will work across the various functions of the frontline service including reception, call centre, the information centre and online chat, providing an effective administration service, supporting with clerical duties as required.
- b) To take telephone enquiries and arrange follow up calls, action answerphone messages as they are received and ensure all enquiries are dealt with as a matter of urgency.
- c) To organise and maintain a comprehensive and confidential filing system for student bus letters and external student visits.
- d) To assist with clerical and administrative duties as required recording accurate data in a timely manner.

- e) To support the team with an efficient data entry support service on both prosolution and CRM, ensuring data is entered accurately, efficiently and in a timely fashion.
- f) To operate the reception till and ensure the efficient and secure receipt of all monies, including dealing with enrolment and exam fees and bank and balance the monies in the reception till.
- g) To ensure all information resources are kept up to date.
- h) To ensure that confidentiality is maintained at all times (both in and out of working hours). Any filing/shredding of a personal nature should be dealt with as soon as possible.
- i) To ensure clean and tidy environments are maintained.
- j) To support the team and wider marketing team with key activities and events, such as open evenings and enrolment.
- k) To undertake training and development as required.
- l) To work in conjunction with the team to ensure all aspects of administrative support are appropriately covered including maintaining cover during absences.
- m) Any other duties appropriate to the grade of the post that may be reasonably required by the appropriate manager.
- n) The post holder will be required to use a keyboard and VDU equipment continuously for a substantial proportion of the day and use the telephone on a regular basis.

## 2.2 Other Responsibilities

- a) To uphold and promote all company 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 all college standards and expectations, including college learner procedures and practices and safeguarding policy and practices.
- 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 of the 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 general education to at least level 2 (Equivalent to 3 GCSE's grade C and above)	✓	

	Essential	Desirable
English to at least level 2	✓	
Maths to at least level 2	✓	
IT to at least level 2 (or willing to work towards within 6 months)		✓
Requirement to complete NVQ Level 3 Customer Service and apprenticeship standard within 15 months of appointment	✓	
<b>Experience:</b>		
Recent relevant work experience		✓
<b>Skills /Knowledge</b>		
An understanding of safeguarding and its importance within the college	✓	
Demonstrate suitability to work with children and vulnerable adults including knowledge/understanding of safeguarding	✓	
Knowledge of office technology packages including Word processing applications, databases and spread sheets	✓	
Ability to work flexibly across all college sites	✓	
Ability to work under pressure and to meet deadlines	✓	
Excellent communication and interpersonal skills	✓	
Excellent organisational and administrative skills including time management	✓	
Ability to articulate clearly and objectively both verbally and in writing	✓	
Ability to work on own initiative	✓	
Ability to work as part of a team	✓	
<b>Qualities</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	✓	
Demonstrate a commitment to safeguarding and promoting student welfare	✓	
Enthusiastic and willing to learn new skills	✓	
Self-motivated and reliable	✓	
Confidence in dealing with people of all ages and abilities/disabilities	✓	
Ability to meet deadlines	✓	
Adaptable	✓	
Punctual	✓	
Ability to listen to and record information accurately	✓	
Commitment to equality and diversity	✓	
Ability to maintain strict confidentiality and discretion at all times	✓	
Demonstrate that you take responsibility and ownership, e.g. meeting deadlines, sharing practice, following organisational procedures.	✓	

#### 4. Position within the College

The post holder will be part of the Communications, Engagement and Student Experience Team and will report to the Team Leader: Customer Enquiries.

## 5. Terms & Conditions

- a) The post is offered on a Vision Business Support Services Apprenticeship Standard Fixed Term Contract and is subject to those terms and conditions.
- b) The salary will be £12,544 per annum (Apprentice Scale).
- c) You will be entitled to 25 days leave, plus bank holidays and up to 4 days concessionary leave. Up to 5 days leave can be directed for efficiency closure.
- d) You will be required to work 37 hours per week on a flexible basis.
- e) 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 **5pm on Friday 27<sup>th</sup> May 2022**.

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

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

The college group is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Posts may be subject to DBS check. The successful candidate will be required to pay for the DBS check themselves; the cost will automatically be deducted from their first salary payment. This is currently £44.

It is an offence for anyone who is barred by the ISA from working with children and or vulnerable adults to apply for this position.