

**Job Description for the Post of
Customer Contact Centre Assistant (SSR09/8b)**

1. General Details

Job Title:	Customer Contact Centre Assistant
Location:	Sales and Student Recruitment
Normal workbase:	Stoke Campus
Tenure:	2 x Permanent; 1 x Fixed Term to cover maternity leave
Salary:	Grade 4 currently £18,026 - £20,833 per annum

2. Job Purpose

To be the first point of contact for course enquiries and to provide initial information, advice and guidance via the telephone, e mail and face to face. To be part of a customer focused team to deal with inbound and outbound communications, from enquiry through to enrolment, effectively and efficiently.

3. Relationships

Responsible to: Recruitment Manager Customer Contact Centre

4. Main Activities

- § To manage inbound and outbound communications e.g. telephone, e mail and SMS from end to end i.e. enquiry through to enrolment, effectively and efficiently
- § To be part of a team which continually develops a role model area in dealing with enquires which demonstrates exemplary customer service
- § To register incoming requests from customers into the appropriate IT system ensuring that information is accurately categorised and ready for use in the next stage of the process
- § To adhere to clear measurements to monitor and evaluate the nature and outcome of all enquiries against applications and enrolments
- § To assess and respond to written requests for information which require professional knowledge or further investigation to ensure that customer services standards are met
- § To build rapport with customers by providing enquiries with information and also reminding applicants of impending deadlines
- § To keep up to date with product knowledge i.e. new courses, changes to library opening times
- § To be able to determine when an enquiry needs to be passed on but ensuring that the enquiry is dealt with completely, within a reasonable timescale
- § To ensure consistency and clarity of messages are used for inbound and outbound enquiries
- § To provide the initial Information, Advice and Guidance resource expertise for courses and services
- § To be part of a flexible team and to offer support to the external sales team as a point of contact when they are not available
- § Support the Recruitment Manager Customer Contact Centre in monitoring enquiries against applications, acceptances and enrolments and providing management information on the enquiries received and outcomes
- § To be a member of project groups relating to recruitment/customer contact
- § To deputise in the absence of the Recruitment Manager Customer Contact Centre
- § To perform any reasonable duties within Sales and Student Recruitment and the University i.e. attendance at Awards Ceremonies, as may be assigned by the Head of Recruitment and Admissions

5. Person Sought

Essential Criteria:

- § Educated to HNC/D level or equivalent or operational experience at this level
- § Ability to deliver high-quality customer-focused support
- § Experience of working in an environment requiring interpersonal sensitivity and confidentiality
- § Excellent communication skills, both written and verbal, with an excellent telephone manner
- § Ability to interact with people at all levels
- § Ability to work within a highly complex procedural framework
- § IT skills – including confidence with Word, email and internet
- § Cultural sensitivity
- § Ability to remain calm under pressure
- § Experience of dealing with high volume, complex communications
- § Proven administration skills
- § Ability to prioritise effectively and to work to tight deadlines
- § Ability to work on one's own initiative and also be a team player
- § Commitment to the University's mission and delivery of the University Plan
- § Willingness to engage in a structured induction programme as a start to Continuing Professional Development (CPD) at the University

Desirable Criteria:

- § Knowledge of CRM system and databases
- § Experience of using telephony systems/technology
- § Experience of working with Powerpoint, Excel and databases

6. Special Conditions

The following full-time posts are available working 37 hours per week: 2 permanent; 1 fixed-term to cover maternity leave.

Some work outside normal hours will be required at certain times of the year, such as during Open Days and Clearing.

You may be invited to attend overseas education fairs on behalf of the University.

Some work may require considerable travel (eg. HE/Careers Fairs) and work away from home (eg. Six Towns Summer School occasional overnight stays). Candidates should have the ability to travel in a cost effective manner which may be through access to a vehicle.

The office operates flexible working hours.

The University operates a Job Share Scheme. Applications from anyone interested in working part-time on a job share basis will be considered.

Date Job Description Revised September 2009

Variation to Job Description

Staffordshire University reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

Conditions of Service

The post is subject to such terms and conditions of employment as negotiated between the Board of Governors of the University and the recognised trade unions, and/or the employees of the University. In negotiating such terms and conditions the Board of Governors will consider any appropriate advice received from the Universities and Colleges Employers Association (UCEA).

Applying for this post

Should you now decide to submit an application for this position you are asked to kindly complete and return an application form. This is available either in electronic format (downloadable from our website) or as a hard copy.

Please note that CVs will only be accepted in support of a fully completed application form.

Completed application forms and any accompanying information should be returned via e-mail to jobs@staffs.ac.uk or posted to Personnel Services, Staffordshire University, PO Box 662, College Road, Stoke-on-Trent, ST4 2XP.

If you wish to deliver the form by hand Personnel Services is located on the ground floor of the Cadman Building, College Road, Stoke-on-Trent. Office opening hours are 9.00am – 5.00pm Monday to Thursday, and 9.00am - 4.30pm on Friday.

PLEASE NOTE THAT THE CLOSING DATE FOR COMPLETED APPLICATIONS IS: 26 JANUARY 2010

Procedure following Receipt of Applications

Applicants are asked to provide us with an e-mail address where possible, as this is our preferred method of communication. All correspondence relating to this job application will be marked 'Private and Confidential'.

Where an e-mail address is provided, we will send applicants an acknowledgement of the application form as soon as possible following receipt; employees of Staffordshire University should note that this will be the internal e-mail address.

All applicants are asked to note that unless otherwise indicated, interviews will normally be held within one month of the closing date. Short listed candidates will be contacted to attend for interview as appropriate. Candidates who are not shortlisted for interview will be informed via e-mail. In the absence of an e-mail address, we regret that in the interest of economy we are unable to write to applicants. If you have not received an invitation for interview or any further communication within two months of the closing date specified, you are asked to assume your application is unsuccessful on this occasion.

The University wishes to thank all applicants for their interest in the Institution and the post advertised and for the time and trouble taken to complete the information for their application.

If you require a copy of the vacancy information in large print please contact us

Appointment to the University

The University is an independent Statutory Higher Education Corporation. As such the Board of Governors of the University is the employer, and is responsible for determining the employment policy, pay and conditions of service of all its employees.

The agreed terms and conditions for all staff are set out in the University's terms and conditions of service. In addition your attention is drawn to the following general points:

Medical Clearance

The appointment is subject to satisfactory medical screening, which normally consists of completion of a confidential questionnaire.

Eligibility to Live and Work in the UK

In line with the Immigration, Asylum and Nationality Act 2006, documentation is required to confirm that employees are eligible to live and work in the UK. Any offer of employment is subject to this documentation being provided.

CRB Clearance

Where indicated in the job description an offer of employment will be subject to a satisfactory response to a check of criminal records.

Qualifications

New employees will be required to produce evidence of qualifications which are deemed essential for the post, as set out in the job description.

Pension Contributions

All members of staff are eligible to contribute to the relevant occupational Pension Scheme which is either the Local Government Pension Scheme or Teachers Pension Scheme, both of which are final salary schemes. Staffordshire University as the employer also contributes to each scheme.

Payment of Salary

Salary is payable monthly in arrears, normally on the last Wednesday of each month. Payment is made by direct credit to a recognised bank or building society account. All new employees should ensure that the relevant details for credit transfer are completed on the standard form issued on appointment.

Annual Leave

Individuals are entitled to the following leave entitlements based on the grade of the post: -

Grade	Number of Days Worked per Week*		
	4	5	6
One	24	29	35
Two	24	29	35
Three	24	29	35
Four	26	32	41
Five	26	32	41
Six	26	32	41
Seven	30	37	45
Eight	30	37	45
Nine	30	37	45
Ten	30	37	45
Eleven	30	37	45
Twelve	30	37	45
Thirteen	30	37	45
Fourteen	30	37	45

* This refers to those members of staff who work full time hours but on a standard 5 day working cycle or those operating a shift pattern over 4 or 6 working days. This does not refer to staff on fractional contracts.

In addition there are 11 Bank, Extra Statutory and Discretionary Holidays as follows:

Good Friday
Easter Monday
May Day
Spring Bank Holiday Monday
Late Summer Bank Holiday Monday
Christmas Day to New Year's Day (inclusive)

Sickness Pay

An employee absent from duty due to illness will be entitled to receive paid sickness leave, as set out in the University's terms and conditions of service.

Trade Union Membership

The University believes that the interests of both the employer and employee are best served by individuals joining a recognised Trade Union. The Board of Governors of the University has recognised the following Trade Unions to operate within the university - UCU and UNISON.