

Person Specification

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Post | Customer Support Officer |  | Dept. | Recruitment & Relations |
| Grade | Scale 3 |  | Ref No | 055-19 |

|  |  |  |
| --- | --- | --- |
| Education / Training | Criteria Essential (E)  Desirable (D) | Measured By  Interview (I)  Application (AF)  Task (T)  Presentation (P) |
| GCSE Maths, English minimum A-C/4  NVQ2 or equivalent in Customer Service or Advice & Guidance or a willingness to work towards.  ECDL or equivalent | E  E  D | AF/I  AF/I  AF/I |
| Relevant Experience |  |  |
| Experience of working in an office environment and carrying out a range of administrative tasks.  Experience of working on a busy reception desk and/or in a call centre type environment  A second language including British Sign Language | E  D  D | AF/I  AF/I  AF/I |
| Relevant Knowledge/ Skills & Aptitudes |  |  |
| Ability to multi-task under pressure.  Ability to maintain appropriate administrative systems.  Ability to establish and maintain good relationships with a range of people i.e.: students, staff, parents, Governors and visitors.  Excellent communication skills.  Ability and desire to work well as part of a team.  Ability to manage and prioritise own workloads and to help support others in their work. Excellent IT skills including advanced experience of Word, Excel, e-mail, data inputting, mail merge, internet searches. Experience of handling money including taking card payments | E  E  E  E  E  E  E  D | AF/I  AF/I  AF/I  AF/I/T  AF/I  AF/I  AF/I/T  AF/I |

|  |  |  |
| --- | --- | --- |
| Special Requirements | E / D | Measured By |
| Flexible and helpful with a customer focussed attitude  Ability to gather and retain information for appropriate use.  Willingness and ability to take responsibility for certain tasks.  An awareness of self and professional development.  Working knowledge of EBS, or other student records database, including the ability to enrol students. | E  E  E  E  D | AF/I  AF/I  AF/I  AF/I  AF/I |
| Physical Requirements |  |  |
| The successful post holder would be expected to have a flexible approach to their work. To work evenings and weekends as and when required.  The successful applicant will need to have a DBS check to work in the College environment.  The post holder would be required to demonstrate an ability to discretion and maintaining confidentiality.  Must be willing to undertake appropriate training and development in order to meet the requirements of the college.  Awareness of health and safety requirements.  Commitment to the principles of valuing diversity, equal opportunities and inclusion.  Bolton College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment.  The post holder would be expected to demonstrate a commitment to developing their knowledge and understanding of Further Education, including funding arrangements, student related processes and the quality framework. | E  E  E  E  E  E  E  E | AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I |