

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 | E | AF/I |
| NVQ2 or equivalent in Customer Service or Advice & Guidance or a willingness to work towards. | E | AF/I |
| ECDL or equivalent | D | AF/I |
| RELEVANT EXPERIENCE | | |
| Experience of working in an office environment and carrying out a range of administrative tasks. | E | AF/I |
| Experience of working on a busy reception desk and/or in a call centre type environment | E | AF/I |
| A second language including British Sign Language | D | AF/I |
| RELEVANT KNOWLEDGE/ SKILLS & APTITUDES | | |
| Ability to multi-task under pressure. | E | AF/I |
| Ability to maintain appropriate administrative systems. | E | AF/I |
| Ability to establish and maintain good relationships with a range of people i.e.: students, staff, parents, Governors and visitors. | E | AF/I |
| Excellent communication skills. | E | AF/I/T |
| Ability and desire to work well as part of a team. | E | AF/I |
| Ability to manage and prioritise own workloads and to help support others in their work. | E | AF/I |
| Excellent IT skills including advanced experience of Word, Excel, e-mail, data inputting, mail merge, internet searches. | E | AF/I/T |
| Experience of handling money including taking card payments | D | AF/I |

| SPECIAL REQUIREMENTS | E/D | MEASURED BY |
|--|-----|-------------|
| Flexible and helpful with a customer focussed attitude | E | AF/I |
| Ability to gather and retain information for appropriate use. | E | AF/I |
| Willingness and ability to take responsibility for certain tasks. | E | AF/I |
| An awareness of self and professional development. | E | AF/I |
| Working knowledge of EBS, or other student records database, including the ability to enrol students. | D | 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. | E | AF/I |
| The successful applicant will need to have a DBS check to work in the College environment. | E | AF/I |
| The post holder would be required to demonstrate an ability to discretion and maintaining confidentiality. | E | AF/I |
| Must be willing to undertake appropriate training and development in order to meet the requirements of the college. | E | AF/I |
| Awareness of health and safety requirements. | E | AF/I |
| Commitment to the principles of valuing diversity, equal opportunities and inclusion. | E | AF/I |
| 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. | E | AF/I |
| 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 | AF/I |