Person Specification

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| Post | Admissions and Customer Support Team Leader |  | Dept | R&R |
| Grade | Scale 6 |  | Ref No | 041-22 |

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| Education / Training | Criteria Essential (E)  Desirable (D) | Measured By  Interview (I)  Application (AF)  Assessment Ctre (AC)  Presentation (P) |
| Substantial level 3 qualification in administration or customer service areas  English Language and Mathematics GCSE (Grade A\* to C or 9 to 4)  ECDL Level 2 or equivalent | E  E  E | AF  AF  AF |
| Relevant Experience |  |  |
| Providing excellent customer service experiences in a busy office environment  Review and development of processes and procedures to enhance the learner journey  Working with with key stakeholders across a large organisation and developing working relationships  Ability to manage, motivate and support a team of staff in a customer service and/or admissions environment | E  E  E  E | AF/I  AF/I  AF/I  AF/I |
| Relevant Knowledge/ Skills & Aptitudes |  |  |
| Effective customer service skills in a range of contexts (customer facing, via email, telephone. Livechat)  Excellent written communications skills and a high degree of accuracy.  Excellent verbal communications skills with external stakeholders and colleagues and the skill to gain the cooperation of others and work collaboratively across the organisation.  Understand systems and processes and seeks alternative and different ways towards achieving goals and a creative approach to problem solving.  Data analysis and reporting - ability to extract data and provide useful information to managers.  Embraces change where it is beneficial for our learners and the organisation and supports others in adapting to change and identifying the benefits.  Work on own initiative with the ability to be self-motivating and inspire others to create a positive and driven team environment.  Good ICT skills – self-reliant in this area with practical experience of using IT applications effectively, especially Microsoft Office suite to reduce the burden of repetitive tasks.  Ability to interpret the requirements of our learners and the reporting requirements to support the development of our online systems.  Working knowledge of the EBS or equivalent student record system  Flexible with the ability to handle changing priorities and tight deadlines.  Work effectively under pressure and balance the workload of others.  Excellent organisational and time management skills.  Confidence to learn new skills and train staff.  Ability to relate sensitively and positively to both young and adult learners, which impacts on the well-being of all in the workplace  Ability to self-evaluate learning needs and personal commitment to continuous service improvement and self-development | E  E  E  E  E  E  E  E  E  E  E  E  E  E  E  E | AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I |
| Special Requirements | Criteria | Measured By |
| This role will require access to sensitive personal data and therefore discretion and confidentiality is required  A willingness to work flexibly and outside normal working hours at peak times  Must be willing to undertake appropriate training and development in order to meet the requirements of the College.  Committed to the principles of valuing diversity and equal opportunities.  Bolton College is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all its staff and volunteers to share this commitment  The successful applicant will need to have a DBS check to work in the College environment. | E  E  E  E  E  E | AF/I  AF/I  AF/I  AF/I  AF/I  AF/I |