



Job Description

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| Job Title | Customer Experience Officer (SGS Horizon) |
| Department | Apprenticeships and Work Based Learning |
| Reporting to: | Learning Area Manager |
| Post reference: | |
| Main Purpose of the role | |
| <p>The Customer Experience Officer is responsible for ensuring the delivery of first-class customer experience to all stakeholders. The role will provide reception support where they will continually develop and improve the experience for customers, providing professional and high-quality customer service with a focus on high quality information, advice and guidance, events management, GDPR compliance and management of part-time enrolments in a timely manner.</p> | |
| Key Tasks / responsibilities: | |
| <ul style="list-style-type: none"> • First point of contact to all visitors into the college, managing the signing in process to ensure GDPR compliance • To provide high quality and impartial information, advice and guidance to learners regarding provision with an aim to maximise enrolments and learner satisfaction. • Manage and advise stakeholders with regards to events and room bookings • Manage and process enrolments for part-time courses contributing to hitting the annual income adult target • Maintain a broad knowledge of the College and courses available to learners, responding appropriately to requests, messages and enquiries within 48 hours • To provide an efficient and informative service to callers, directing enquiries to the relevant areas of the college via telephone, email or Microsoft TEAMS. • Support the Safeguarding of all College stakeholders, undertaking regular ID checks of SGS learners and supporting the Duty Manager and Fire Wardens in emergency situations • To communicate progress, absence and provide feedback to the employer, and encourage full support and commitment to the three-way partnership. This would entail regular and open discussion with the employers, making them fully aware of progress and to recommend a way forward to resolve these e.g. adaptation or corrective action, including other learning opportunities and support offered by the college. • Manage the collection of learner income in relation to course fees, including tuition, materials, exam fees, academy membership fees, trips and ID card replacements. Signposting them to the college's payment portal or Money Management Service when required. • Invoicing of student's fees when payment is coming from an external source such as an employer or sponsor who needs to send fees directly ensuring we communicate and comply with financial regulations | |

- To help maintain accurate records of candidates including E-portfolios, learner reviews and general sign-up paperwork in line with the ESFA, funding and other good practice.
- Manage data collection via enrolments and ensure full compliance with Management Information Systems (MIS) procedures, awarding bodies and the internal Apprenticeship Compliance Team.
- To ensure the department is adequately resourced for the delivery of courses by ensuring stationery and books are ordered timely.
- To support the Marketing team by representing the department at college open events attending the minimum of a least one event.
- To support the college with helping at busy times of year in producing and sending out students joining instructions and large mail shots when necessary.
- This may require an element of early, late and weekend working to suit availability of learners undertaking the qualification. Some travel may be required.
- Be an innovative self-starter who can find new opportunities and generate leads in line with the Curriculum area.
- Any other duties as required by the Assistant Principal that are commensurate with the grade.

Role Dimensions

- No direct line reports

Key Interfaces

The post holder will have frequent contact with all stakeholders of SGS College including:

- College Executive and Directorate
- SLT
- Learning Area Managers
- Head of Apprenticeship Funding and Compliance
- Head of Employer Engagement
- Apprenticeship Support and Compliance Team
- Employers / Contractors
- Students at all levels including those who may have learning difficulties and/or disabilities or for whom English may not be their first language
- Estates team

Supporting College Goals and Values – all roles

In addition to the requirements and characteristics of individual roles, all people employed by SGS College are expected to actively support the achievement of the College's goals and, at all times, both internally and externally, to behave in a manner consistent with the College's mission and values.

This means:

- Performing your role and delivering your service in a way that helps the College achieve its strategic objectives and annual development and improvement plans - taking account of available resources and national developments.
- Promoting the image of the College as one that is committed to the highest standards of delivery and service.
- Sharing the College's commitment to safeguarding and prioritising the welfare of children, young people and vulnerable adults and demonstrating it in your day-to-day work.
- Sharing and prioritising the effective implementation of the College's Equality and Diversity Policy.

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|--|-----------------|-----------------------|-------------------|
| <ul style="list-style-type: none"> • Promoting and implementing best practice in Health and Safety, • To be outstanding by standing out | | | |
| Measurable Performance Standards for this role | | | |
| <ul style="list-style-type: none"> • External customer satisfaction results • Internal Customer Satisfaction results • Successful events • Adult enrolment target achieved | | | |
| Level of Disclosure and Barring (DBS) disclosure required | | | |
| Enhanced with barred list checks | | | |
| Author and Date | | | |
| Sarah Stephens-Lewis Oct 2024 | | | |
| Job Evaluation (for HR Completion) | | | |
| Status: | Approved | Date Approved: | 09/10/2024 |

As the needs of the College change, so the above job profile, duties and location of the role within the College may be adjusted accordingly.

Where an employee indicates a disability, every effort will be made to make reasonable adjustments. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.



Person Specification- Customer Experience Officer

| Criteria | Essential | Desirable | Assessed by |
|---|-----------|-----------|-----------------------------|
| Qualifications and attainments | | | |
| Level 2 English and Maths or equivalent | √ | | Application form |
| NVQ Level 2 Administration / Customer Service or equivalent. | | √ | Application form |
| Experience and knowledge | | | |
| Experience or equivalent of working in a busy customer focused organisation | √ | | Application Form/Interview |
| IT Literate (especially proficient in the use of Excel and Word) | √ | | Application Form/Interview |
| Ability to prioritise and work under pressure | √ | | Application Form/Interview |
| Excellent interpersonal and communication skills | √ | | Application Form/Interview |
| Knowledge of safeguarding, especially within an educational setting | √ | | Application Form/Interview |
| Essential College attributes | | | |
| Initiative: Demonstrating the willingness and ability to use initiative – whether that means deciding on necessary action and following it through - or suggesting ways to work in a better way. | √ | | Application form/ interview |
| Influencing skills: The ability to persuade others. | √ | | Application form/ interview |

| Criteria | Essential | Desirable | Assessed by |
|--|-----------|-----------|-----------------------------|
| Interpersonal Skills: The ability to communicate and interact with other people in a way that promotes cooperative relationships. | √ | | Application form/ interview |
| Teamwork: The willingness and ability to collaborate and work closely with colleagues in a mutually supportive manner. | √ | | Application form/ interview |
| Circumstances of role (if applicable) | | | |
| Ability to meet conditions of the role e.g. unsociable hours | √ | | Interview |
| Ability to travel to other campuses regularly | √ | | Interview |