

<b>Role Title</b>	Customer Service Advisor
<b>Reports to</b>	Team Leader
<b>No. of direct reports</b>	0
<b>Full / Part Time</b>	Full Time
<b>Grade</b>	B2
<b>Location</b>	Wakefield
<b>Created/Updated by</b>	Sharon Ramsden
<b>Created/Updated on</b>	Jan 21

*Everything we do contributes to achieving our purpose: to help people, organisations and economies develop the skills for growth.*

### Our values

Our values **Inspire, Improve, Achieve** and **Trust** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at the City & Guilds Group will not only make this a great place to work, but ensure you thrive and are successful in your role.

### Your mission

In this role, working in our customer service department, you will manage enquiries from our customers, centres and learners via telephone and email.

You will work with other departments to resolve queries quickly, efficiently, and with the highest standards of customer service. Working without scripts, you will keep up to date with new products and service developments and receive on-going support and training. You will develop strong relationships within your team and across the business and be passionate and absolutely committed to delivering excellent customer service.

### What you'll be doing

- ✓ Provide an informed response as the organisation's first point of contact – via phone and email and chat. This will require an excellent understanding of a variety of City & Guilds/ILM systems
- ✓ You will provide first line /first fix support for our online testing platform Evolve
- ✓ You will provide first line support for all EPA enquiries
- ✓ You will be first line support and account set up for Smartscreen
- ✓ You will support customers using the Archive service and work with a third party to process archive applications
- ✓ You will process payments for the LBS and MOD centres
- ✓ When you have completed all the training skill sets you will rotate in the department covering the processing of LBS memberships

- ✓ Full ownership will be expected when triaging queries that require a service request to be opened, informing the customer of resolve, and closing the service request will be your responsibility
- ✓ Assisting customers with advice and ad hoc training for centres on system processes will be part of your role
- ✓ Identifying trends and reporting these to the Team Leaders including working closely with the complaints department to identify any potential escalation
- ✓ Liaising with other departments where necessary
- ✓ Ensure customer satisfaction and continuity of service is managed

## Working Hours

- ✓ You will be required to work different shift patterns to cover the Customer Service Centres opening hours
- ✓ The Customer Service Centre is currently open 7 days per week between the hours of 8am - 6pm

## How success will be measured

- ✓ Achieving your monthly and annual KPI and SLA targets. These will cover, for example, managing c53 customer interactions per day and will include a quality score from call and email monitoring
- ✓ Helping your team achieve its monthly and annual KPI and SLA targets
- ✓ Achieving positive qualitative feedback, through 3<sup>rd</sup> party customer satisfaction surveys.

## What we're looking for

### We can't live without...

- ✓ The proven ability to help customers and resolve their questions and concerns
- ✓ The ability to use information, gather and store knowledge to answer customer questions
- ✓ Confidence in using technology across different systems and platforms
- ✓ Excellent verbal and written communication skills
- ✓ An appetite and confidence for learning and the ability to acquire new understanding and keep up to date with product and service changes
- ✓ Great team working skills and the ability to engage with different teams and colleagues to resolve issues
- ✓ Excellent organisation skills and the ability to work well in a fast-moving environment.

### We would love you to have...

- ✓ Experience of a customer contact centre environment
- ✓ Knowledge of the education, learning, or training sector
- ✓ Experience of working to targets
- ✓ The proven ability to exceed customer expectations
- ✓ A passion for personal development.

## The way we prefer to work

### Behave as one inclusive team of teams

- Contribute to a feeling of being one inclusive team.
- Treating everyone fairly
- Being curious about other people and teams
- Being open to new perspectives and experiences

- Understanding how the organisation operates and your role in it
- Being open, honest and respectful in communications
- Creating a feeling of family
- Owning Inclusivity and Diversity locally
- Paying attention to your others' wellbeing

## **Collaboration**

- Collaborate with colleagues and externally with customers and partners to deliver great work
- Treating everything as an opportunity for a win-win
- Seeking input from others and using it
- Expressing yourself clearly and consistently
- Supportive of others
- Engaging people so they get on board
- Trusting people

## **Customer focused**

- Making sure that the needs and hopes of internal and external customers drive what we do
- Being great at listening and understanding
- Making things easy
- Being responsive and proactive to what customers want
- Making sure that things are high quality and always improving

## **Do what you say you are going to do**

- Being consistent in delivering on promises
- Starting with a positive intent
- Setting clear expectations
- Taking personal ownership to deliver on your own commitments and supporting others to do the same
- Holding yourself and others to account for delivery against those expectations
- Being conscientious and driven

## **Proactively find and take new opportunities**

- Taking the initiative in every situation
- Always looking for opportunities to improve the organisation, yourself and what we do for customers
- Always stepping up to get involved
- Being brave and bringing challenge to colleagues in order to make things better
- Not waiting for others
- Continuously improving our own area of responsibility

## **Welcome feedback and continuously learn**

- Continuously develop your skills and how you work
- Treating everyday as an opportunity to improve
- Being open to feedback
- Recognising it helps you develop
- Giving feedback openly and honestly
- Being aware that your own ideas may not be perfect, and your perceptions can change
- Be open about mistakes and use them to learn
- Be comfortable with ambiguity and not knowing everything