**Job Description**

**POST:** Customer Service Adviser

**RESPONSIBLE TO:**  National Careers Service Contract Manager

**SPECIFICATION:**

* To ensure a high standard of customer service is provided to all customers, both via the telephone and when needed in face to face / reception settings, to manage incoming calls from stakeholders, to manage email inboxes.

**Duties and Responsibilities**

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| * To be the first point of contact for customers/ stakeholders accessing National Careers Service and Futures helplines * Daily monitoring of email inboxes and the prompt response to enquiries * The booking of customer appointments using web-based booking systems * Providing cover for reception staff as required in any Futures offices – to include welcoming clients, answering calls, booking appointments, and supporting customers with form filling, if required |
| * To maintain databases ensuring efficient and accurate data input |
| * Use of Microsoft Office software including Outlook, Word, Excel, Teams |
| * Ensuring the working environment including customer service areas and meeting rooms are kept clean and tidy |
| * Providing administrative support to National Careers Service Advisers |
| * Contributing to team effort by accomplishing related results as needed * To work with Contract Managers and Communications team to create a welcoming approach via phone lines and in centres * Ability to promote other Futures services and Contracts as required * To carry out any other duties as requested by Contract Managers |

**Company Policy**

1. Promote and uphold equal opportunities policy and procedures, actively promoting equality and seeking to challenge and overcome disadvantage and discrimination.
2. Commit to and demonstrate behaviours based on Futures’ Values.
3. Develop and maintain own professional knowledge, skills and experience, including formal training, CPD, networking with fellow professionals and self-reflection in order to improve practice.
4. Ensure a personal commitment to Customer Care and the Futures’ reputation for excellence.
5. Comply with safeguarding requirements in accordance with legislation and policy.
6. Ensure the exchange of relevant information between partners takes place, ensuring the customer/client has given consent and that data protection requirements are complied with.
7. Undertake any necessary administrative/ICT duties in line with role.
8. Take reasonable care for the Health & Safety of him/herself and of other persons who may be affected by his/her activities and, when appropriate, safeguard the Health & Safety of all persons under his/her control and guidance in accordance with the provisions of Health & Safety Legislation.
9. Undertake any other duties, which may reasonably be regarded as within the scope and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

**Person Specification**

**POST:** Customer Service Adviser

**Key – A = Application Form, Iv = Interview, T = Test, C = Certificates**

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| **Method of Assessment** | **A** | **Iv** | **T** | **C** | |
| **Education/Ability/Skills** | | | | | |
| Educated to NVQ 2 or equivalent standard (e.g. 4/5GCSE’s@A-C level or intermediate GNVQ) | **\*** |  |  | **\*** | |
| Computer literate in Microsoft Office, with ability to use a full range of ICT packages. | **\*** |  | **\*??** |  | |
| **Work Requirement** | | | | | |
| Ability to apply attention to detail | **\*** | **\*** |  |  | |
| Ability to be flexible whilst working under pressure to frequent deadlines | **\*** | **\*** |  |  | |
| Ability to monitor and evaluate own performance |  | **\*** |  |  | |
| A commitment to provide a quality customer service |  | **\*** |  |  | |
| Ability to communicate effectively in writing, on the phone and face to face | **\*** | **\*** |  |  | |
| **Team Requirements** | | | | | |
| Ability to integrate effectively within face to face and virtual teams. This requires all colleagues to support each other with the varied work tasks of the team ensuring all deadlines are met. |  | **\*** |  |  | |
| **Company Requirements** | | | | | |
| An understanding of and commitment to equal opportunities | | \* | \* |  |  | |
| Able to demonstrate an understanding and on-going commitment to company values | |  | **\*** |  |  | |
| Able to demonstrate a desire and commitment to fulfil your potential | | **\*** |  |  |  | |
| Reliable and capable of fulfilling the employment contract and  possess excellent time keeping skills | | \* | \* |  |  | |