

Role Specification

Position: Customer Support Co-ordinator
Reports to: Centre Manager
Key Relationships: ETF Staff
 Local Authority SEN team, Jobcentre Plus
 Partner Agencies, Schools, Colleges, Employers and parents/carers

Annual Leave: 28 days inclusive of statutory bank holidays

Place of Work: Torquay - also required to work at other sites as directed
(Must be capable of travelling for business related purposes)

Contract: Full Time 37.5 hours p.w.

Salary Band: £17,675 - £22,725

This role is subject to an enhanced DBS check with a 6-month probationary period.

Overview:

This role is vital in supporting the Centre Manager to provide a professional service to all our learners, customers and stakeholders. You will be the front-line contact for the company and maintain the centre records and information systems.

We have four training centres (Torquay, Paignton, Newton Abbot and Plymouth) and although you may be primarily based in one centre, you may be called upon to cover other centres as required.

Key Objectives:

Objective	Measured by
• Inform Customers/learners	Customer voice/ Feedback
• Ensure hospitality and welcome to all people using our centre	Observation, Feedback
• Ensure timeliness of work	Ticket system, Feedback
• Demonstrate high quality work	Audit, Accuracy, awarding organisations
• Demonstrate positive interpersonal relationships	Behaviours, Feedback
• Ensure a safe and healthy environment	Risk assessment, Safeguarding/Prevent records
• Achieve a positive fun and interesting customer environment	Customer voice, feedback

Responsibilities:

Reception & Administration

- Create a friendly and welcoming atmosphere for training customers and visitors to our centres by providing the Reception function
- Handling Phonecalls/Texts/Emails – providing a professional, prompt, accurate and friendly response (you need excellent communication skills and spoken English).
- Main point of contact for centre in the centre managers absence

- Supporting delivery staff with the production of teaching and learning materials
- Support learners with setting up accounts on the public access computers
- Responsible for ensuring accurate information on occupancy and attendance of the centre and evacuation procedures in an emergency
- Prepare marketing packs and maintain information points with up to date marketing materials
- Gather feedback, progression information and responses to surveys
- Daily administrative duties as advised by centre manager

Facilities

- Open and check buildings are ready for staff and visitors and buildings are secured at the end of the working day
- Maintain room bookings, Ensuring rooms are appropriately set up ready, including refreshments and health and safety standards are maintained at all times
- Ensure all work is undertaken in accordance with health and safety rules and policies.
- Support H&S risk assessments and checks, reporting concerns to management
- Report local centre maintenance issues to the facilities coordinator
- Work with ICT & Security Lead, as a local point of contact to issue/record centre equipment
- Maintain record of equipment condition, issue and return

Administration

- Ensure your Customer/Learner administration, online systems and documentation is accurately completed within the required timeframe
 - Applicant Data on YETI system (training will be given)
 - Specific SEND paperwork
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 - Track progression and destination of learners during and after completion of ETF provision
- Maintain secure filing systems for learner information
- Maintain centre supplies of consumables
- Provide live and timely information to management
- Take minutes/actions for meetings and events (quality, staff, EHCP, etc)

General:

- Assist with gaining and maintaining the IIP, MATRIX and other standards within ETF
- Comply with all Company Policies and legal requirements with special reference to Health and Safety; Data Protection, Safeguarding and the promotion of Equal Opportunities at all times

- Travel as required for business to support other ETF centres, community based delivery and to meet wider business needs.
- Maintain and promote your workplace as a clean and healthy environment
- Undertake any other duties required by senior management.
- Maintain a smart appearance
- Be a positive ambassador for Eat That Frog

Safeguarding:

ETF is committed to safeguarding and promoting the welfare of learners, including children and young people, and expects all staff and volunteers to share this commitment. This role is subject to an enhanced DBS check with a 6 month probationary period.

	Essential	Desirable
Person Specification		
Qualifications		
Level 3 Business & Administration or equivalent or willing to undertake		✓
Level 2 Business & Administration or equivalent	✓	
Level 2 Information, Advice & Guidance or equivalent or willing to undertake	✓	
Level 3 Information, Advice & Guidance		✓
Literacy/Numeracy level 2 or equivalent	✓	
Health & Safety level 2		✓
Skills & Experience		
2 years Customer Service experience	✓	
2 years Office / Administrative experience	✓	
Excellent knowledge of Microsoft Office and ICT systems	✓	
Experience of working to company policies	✓	
Ability to maintain accurate records	✓	
Ability to meet legal requirements, with a current understanding of data protection, freedom of information and other legislative requirements	✓	
Good attention to detail	✓	
Excellent written communication and good range of vocabulary	✓	
Personal & Work related attributes		
Smart appearance & cleanliness	✓	
Demonstrate a positive and cheerful attitude	✓	
Demonstrate flexibility and enthusiasm at all times	✓	
Demonstrate a good level of spoken English	✓	
Maintain client confidentiality	✓	
Work calmly under pressure	✓	
Work effectively as part of a team	✓	
Work under own initiative and able to take instruction	✓	
Work flexibly to fulfil the role requirements	✓	
Committed to equality of opportunity	✓	