

JOB DESCRIPTION

SECTION 1

Basic data

Job Holder: **Job Title:** Student and Customer Services Officer

Reports to: Team Leader, Student and Customer Services **Job Location:** Canterbury & Homebased

Department: Professional Education **Job Family:** Support

SECTION 2

DEPARTMENT STRUCTURE

Available on SharePoint.

SECTION 3

OVERALL JOB PURPOSE

The Student and Customer Services Officers are responsible for dealing effectively with all incoming enquiries and for processing admissions and registrations across the range of The London Institute of Banking & Finance provision, in line with service levels.

SECTION 4

PRINCIPAL ACTIVITIES/OUTPUT OF JOB

- Handle all incoming enquiries (email, Live Chat, telephone and post) in line with service levels, satisfying the enquiry at first point of contact where possible
- Process admissions, registrations, membership renewals, SPS renewals and other services that The London Institute of Banking & Finance offers to customers and students in the UK and internationally
- Process bulk registrations as well as individual registrations that are submitted electronically, on a form or via the telephone
- Ensure security of personal data is maintained, in particular payment card details are not recorded on paper or kept electronically
- Ensure that all processing of personal data complies with the principles of the Data Protection Act, escalating data protection queries to the Team Leader
- Ensure communications with customers and students are accurate, consistent and that the enquirer's issue is handled appropriately
- Manage the admissions and registration processes for both individuals and in bulk, to ensure that members and students applications are processed in a timely manner and in line with regulation
- Maintain a high level of knowledge about all of our products and services
- Aim to resolve any student or customer dissatisfaction at the first stage
- Maintain, as fully as possible, a record on the database of all communication with customers and students

- Work collaboratively with other team members within the Admissions and Operations department, offering support and help when required
- Maintain a clear understanding of the roles of the other teams within the Admissions and Operations department, enabling the effective transfer of enquiries as appropriate
- Identify and support the implementation of improvements to services
- Share knowledge and good practice with other members of the Admissions and Operations department at all levels
- Undertake such other activities that may be reasonably requested
- Demonstrate flexibility towards working hours to meet customer needs.

CONTACTS AND INFLUENCE EXERCISED

The nature of this role has the potential to influence the reputation of this organisation as it is usually the first point of contact. This role has a range of contacts at many levels within the organisation and with existing, new and potential students and customers.

DECISIONS

Indicate the level which best describes the job holder’s involvement in the decision making process:

Follows written and verbal instructions and established guidelines	X
Interprets policies & procedures	X
Participates in the establishment of guidelines & procedures	
Acts as final authority to implement policy, guidelines and procedures that affect strategic goals	
Acts as final authority to approve policy, guidelines and procedures that affect strategic goals	

Indicate the statement which best describes the impact of the job holder’s decisions:

Restricted to employee’s own work	X
Has impact on department/directorate* objectives	
Has impact on The London Institute of Banking & Finance / ProShare objectives	

PERSON SPECIFICATION

Qualifications, knowledge and professional memberships		Essential / Desirable?
English Language and Mathematics GCSE (grade C or above)		Essential
Educated to degree level		Desirable
Thorough knowledge of The London Institute of Banking & Finance strategy, qualifications and business activities		Desirable
Technical competencies (skills and experience)		Essential / Desirable?
Ability to react positively to changing priorities		Essential
Ability to manage own time driven schedules		Essential
Strong organisational and administrative skills		Essential
Working knowledge of Microsoft Office		Essential
Excellent communication skills appropriate to the audience and method of communication		Essential
Keen eye for detail and level of accuracy		Essential
Ability to asses the operational impact of regulations and policies		Desirable
Interest in training and developing self		Desirable
Core Competencies (this section should contain the level of competency required to carry out this role. Please refer to the competency framework for clarification where needed. Placing a N/A where the competency is not required as part of the job)	Essential / desirable?	Core for all employees
Values		
Collaboration	E	C
Adaptability	E	C
Innovation	E	C
Integrity	E	C
Support	E	C
Skills and Experience	Essential / desirable?	Core or Enhanced
Communicating effectively	E	C
Business thinking	E	C
Developing Yourself	E	C
Getting things done to achieve results	E	C
Digital Capability	E	C
The Customer Experience	E	En
Managing quality and standards	E	C
Applying judgement and taking decisions	E	C

Signed
JOB HOLDER

Date

Signed
LINE MANAGER

Date