

**Directorate:** Education and Young People's Services

**Unit/Section:** Community Learning and Skills (CLS)

**Grade:** KR7

**Responsible to:** Customer Relations Manager

### **Purpose of the Job**

At district level co-ordinate the interaction between CLS and customers to provide, receive and accurately record information to address enquiries and the sale of products and services and help resolve any customer complaints. Ensure the environment and facilities are conducive to a safe working and learning environment.

### **Main duties and responsibilities**

1. Manage team and individual productivity, setting targets to deliver KPIs through Performance Management, evidencing an understanding of the commercial and financial impact of both individual and team performance, to achieve business trading objectives.
2. Contribute to developing a performance orientated culture, enabling all staff to contribute effectively, and be continually motivated to achieve high levels of productivity and outputs to support the trading objectives of the organisation.
3. Manage venue usage and environment to meet customer needs and business expectation: maximise usage including the identification of income generation opportunities to support the maximum return for the business.
4. Manage staff scheduling, personnel issues, recruitment, training needs analysis, CPD, ensuring that well trained and knowledgeable teams work flexibly early, late and at weekends so that Customer Service team members are available whenever students are on site (late working may be up to 10 pm).
5. Co-ordinate work activities pertaining the setting up of new customer accounts/enrolments; processing orders, forms completion, applications and requests; Manage data input and information on the Management Information System to ensure all information is recorded both timely and accurately.
6. Work closely with Tutors and Curriculum Teams to understand venue, classroom, and learning resource requirements in order that these are always in place and fit for purpose. Liaison with facilities maintenance teams as appropriate.

7. Deliver cost effective customer services that meet business targets, providing regular budgetary, performance, and other reports as required.
8. Support the team in successfully applying and adopting operational and procedural changes and continuously monitor their consistent implementation. Ensure that appropriate information, advice and support are provided to customers both during and after the learning experience and that team members understand and implement legal, financial, JCQ, Awarding Body, MATRIX, OFSTED and other requirements.
9. Take responsibility for policies including all Equality & Diversity and Adult & Child Protection (Including Prevent), Environmental issues and comply with financial regulations to ensure a consistent approach.

Footnote:        This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

## Kent County Council

### Person Specification: Customer Relations Officer

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Level 3 Qualification or equivalent</li><li>• ICT (ECDL)</li><li>• English and Maths at Level 2</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Leadership of a Customer Service Team</li><li>• Experience of the use of computerised systems, including MS Office applications</li><li>• Customer Care management • Performance management of staff</li><li>• Budget Monitoring.</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Confident presentation and communication skills</li><li>• Ability to prioritise workloads effectively</li><li>• Analytical and decision making ability</li><li>• Ability to meet deadlines</li><li>• Keen eye for detail and compliance</li><li>• Ability to travel to meet the requirements of the service.</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Customer service good practice and standards</li><li>• Operational interpretation of KPIs</li><li>• Equality and Diversity policy/processes</li><li>• Health and Safety, Safeguarding (Inc. Prevent) and Environmental policy/processes</li><li>• Commitment to equalities and the promotion of diversity in all aspects of working</li><li>• Awareness of Data Protection and confidentiality issues</li><li>• Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety</li></ul>

<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible</b> - willing to take (calculated) risks</p>
	<p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>