



Gloucestershire College is advertising this role on behalf of Gloucestershire Professional Services (GPS).

About the Role – Employment Details

Post Number	A108
Job Title	Summer Call Centre Advisor (x10)
Salary	£15.98 per hour (including holiday pay)
Contract Type	Fixed Term / On Claim – up to 35 hours per week (mid-July through to the end of October)
Campus	Gloucester
Department	Admissions & Student Services
Reporting To	Admissions Supervisor

About the Role – Meet the Team

The Call Centre comes together each Summer to support applicants into becoming students with Gloucestershire College. Our Admissions and Student Services teams collaborate to offer the best on-boarding service, and this role plays a vital part.

It is a fast-paced environment where you will be supported by your peers as well as support you will receive from our Admissions and Student Services teams. This role will teach you a lot about the college, you will have the opportunity to learn new skills and develop existing ones that are pivotal in providing excellent customer service.

Important – due to the nature of the role, we will not be able to accommodate holiday leave during our busiest time of **Monday 17th August** through to **Friday 11th September**.

About the Role – Duties and Responsibilities

- Provide a professional, friendly, and welcoming service to all GC customers on the telephone and via email that is centered around enrolment and on-boarding success and retention.
- Provide initial advice and guidance to customers that is accurate and up to date in a timely and proactive manner.
- Actively and positively promote the services offered by the college, overcoming customer barriers and exceeding expectations whilst supporting GC's recruitment, conversion and on-boarding targets.
- Act as a first point of contact for complaints, problems and disputes during Gloucestershire College's enrolment and on-boarding period. Following GC's quality and complaints procedures and referral process.
- Utilise, maintain, and update several internal systems and databases in order to provide effective support, information and advice.
- Record statistical information as per college data quality and departmental procedures including enrolment duties, payments, and electronic cash handling.
- Continually achieve and deliver against quality standards (internal and external) and key performance indicators.





About the College – Our Expectations

- Engage with all relevant Health & Safety regulations and assist the College in the implementation of its own Health & Safety Policy
- Actively promote the College's Equality and Diversity Policy
- Actively promote the College's Safeguarding Policy and Practices
- Support the College's sustainability policies and recognise the shared responsibility of carrying out duties in a resource efficient way
- Participate in enrolment
- Participate constructively in college activities and to adopt a flexible approach to your work.
- Undertake any other relevant duties as specified by your line manager commensurate with the level of this post

About the You

Our Shortlisting Criteria

Essential	<ul style="list-style-type: none"> – Knowledge and experience of Windows based software – Experience of working in a fast-paced environment – Experience of Customer Service
Desirable	<ul style="list-style-type: none"> – Call Centre Experience – Administrative experience – Willingness to undertake Equality and Diversity and Safeguarding training – Minimum of Grades A-C or 9-4 GCSE Maths and English (or Functional Skills L2)

The Perfect Person for us will demonstrate

Abilities	<ul style="list-style-type: none"> – Excellent accuracy and attention to detail. – Excellent team working skills. – Excellent communication skills (written and verbal). – Organised and able to prioritise workloads. – Excellent customer service skills. – Ability to be proactive. – Willing and able to deal with difficult customers. –
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**Job
Circumstances**

- Undertake any training required for the role
- Hold an Enhanced DBS check or be willing to undertake a check.

