

NEWHAM COLLEGE LONDON

Job Description:

Job Title	Coordinator Customer Services
Department	Student Services
Grade	SO1 (£31,829 - £33,782)
Scale	29-31
Contract	Permanent
Location	All Sites

Our Vision & Values

“To develop the skills, confidence and qualifications for local people to lead rich lives and build great careers.”

College Values

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- A** **Ambitious** – We are highly ambitious for our students and staff with a relentless drive for excellence in everything we do.
 - S** **Successful** – We build resilience and determination to achieve great results, celebrating individual and collective success.
 - P** **Professional** – We foster high levels of professional standards, with an emphasis on integrity and accountability.
 - I** **Innovative** – We strive to be at the forefront of innovation for education, skills and employment.
 - R** **Respectful** – We celebrate our inclusive and diverse culture, valuing our students, staff and stakeholders.
 - E** **Engaging** – We are committed to developing partnerships, listening to students, staff and employers to inform our decision making.

Equality of Opportunity

The college has a strong commitment to working towards the implementation of equality of opportunity in both service delivery and employment. The College's mission and strategic objectives directly support this aim. All employees are required to actively support the development, dissemination and implementation of this aim and related policies and programmes.

Safeguarding of Children and Vulnerable Adults

The College is committed to safeguarding and promotes the welfare of all learners and expects its staff to share this commitment. In addition, they will also state that the College is committed

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to safeguarding and promotes the welfare of all learners and expects its staff to share this commitment. All posts in the College are subject to an Enhanced DBS check and Barred List check.

Job Purpose

Reporting to the Head of Student Services the postholder will line manage a team of customer service assistants and be responsible for ensuring each campus or centre provides high quality customer facing services and assigned tasks are carried out and completed in line with business needs. The postholder will work closely with the college leadership team to provide effective and efficient front of house delivery, offering a high quality service to ensure the College reputation is integral to the practise and ethos of the team.

Key Duties and Responsibilities

1. Coordinate a team of customer service assistants to provide high quality front of house services at all locations during core hours and some evenings.
2. Carry out appraisals, arrange relevant training and manage performance of staff in the area.
3. Ensure the central college inbox is managed and maintained to ensure timely and accurate responses.
4. Monitor and maintain the main college phone number to ensure response times meet college KPI's, greeting and holding messages are relevant, up to date and changed in a timely manner as necessary.
5. Ensure external visitors are provided with relevant health & safety and safeguarding information on arrival.
6. Manage the issuing of temporary student and staff ID cards, keeping appropriate records.
7. Liaise with the Clerk to the Corporation to ensure external visitors such as Ofsted, Governors and Funding Bodies are welcomed in accordance with college expectations.
8. To ensure that all reception areas are maintained to a high standard, reflecting the culture and values of the college.

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9. Ensure that college students are signposted to the relevant departments and supported with any enquiries or concerns.
10. Ensure data is recorded and stored in line with GDPR.
11. Provide the Head of Student Services with reports and data as required.
12. Contribute to the areas Self-Assessment Report (SAR) and Quality Improvement Plan (QIP).
13. Support the main enrolment period and other cross college events and activities as appropriate.
14. To participate in both internal and external staff development as appropriate.
15. To meet the requirements of the Health & Safety at Work Act 1974 and the College's Health and Safety Procedure.
16. Comply with College Acceptable IT Users Policy in line with 'Cyber Securities'.
17. Support College initiatives and aspirations to achieve Net Zero carbon.
18. Carry out any other duties commensurate with the role.

Person specification:

Qualifications

- Minimum Level 2 or equivalent in English and Maths
- Level 3 in Customer Service or Business Administration or recent relevant experience

Experience

- Recent experience of managing a multidisciplinary team that provide high quality customer service
- Experience of managing difficult conversations in a calm and professional manner
- Delivering professional customer care requirements

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- Ability to produce reports and analyse data to improve service delivery
- Good standard of written work to produce accurate and clear reports, messages and training materials
- Ability to read, absorb and apply new information and explain details to clients and staff
- Experience of managing departmental budgets

Skills

- Working knowledge of Microsoft Office (Word, Excel, Outlook, Access) or equivalent
- Understanding of record-keeping using database methods
- Good organisational skills with attention to detail
- Ability for problem-solving and prioritising tasks to meet deadlines efficiently
- Ability to maintain professional standards when under pressure
- Able to work effectively as part of a team
- Friendly approach to colleagues, staff and students.