

# Job Description

<b>Title:</b>	Customer Service Coordinator
<b>Salary:</b>	£19,236 pro rata – full time and part time role considered
<b>Term:</b>	Until 31 Dec 2022 (potential to be extended)
<b>Reporting to:</b>	Customer Support & Operations Manager Location
<b>Location:</b>	Exeter

## 1. Job Purpose

To provide outstanding customer service for the South West Grid for Learning Trust; the Customer Service Coordinator position will focus mainly on the Customer Service areas below where opportunities may exist for growing into other areas as well.

## 2. Background

SWGfL otherwise known as South West Grid for Learning Trust is looking for a Customer Service Coordinator for an exciting new project which includes elements of safeguarding and safeguarding monitoring systems in an educational environment. We're looking for an empathetic, thoughtful candidate who has enthusiasm for helping people, as well as having a passion for attention to detail and customer service and who's confident and professional in their communications, ensuring we create and deliver a professional and effective service.

SWGfL provides schools and other establishments, primarily across the 15 Local Authorities in the South West, with safe, secure and reliable connectivity and services, learning technologies to improve outcomes, and the toolkit for being safer online.

As a Customer Service Coordinator for our New Assisted Monitoring project, you'll work closely alongside a small, well organised team to further enhance the quality of engagement that we have with our customers, and build a strong support network for those using the service. Your main responsibilities will cover the areas below.

### **3. Key Responsibilities**

The Customer Service Coordinator will provide excellent quality, accurate and effective communications to our online safety customers. Friendly and excellent customer service skills, as well as a real desire to support our customers are essential. We are looking for a problem solver and someone who is happy being part of a busy team, while not afraid of a challenge.

#### **Customer Service:**

- The primary focus of the role will be to support the Assisted Monitoring Service project which includes elements of safeguarding and safeguarding monitoring systems
- The role also includes monitoring and responding to online safety customers across a range of products and services. This will include a number of mailboxes monitored daily to resolve queries, as well as supporting customers with SWGfL products
- Being part of a wider team delivering excellent service as part of an expanding and internationally recognised establishment
- In addition, the role may involve assisting and supporting the UK Safer Internet Centre team
- Dealing with telephone calls and e-mails to and from customers, suppliers, colleagues, Senior Managers and other stakeholders regarding technical, commercial, contractual, service delivery, product, financial/invoicing and awareness matters
- Ensure that accurate information is maintained using Excel and CRM
- Owning engagement with the customer, ensuring all actions are completed, issues and concerns are followed up and that the customer experience is excellent
- Supporting product and service initiatives designed to enhance the customer experience, through a variety of means including account management and creation, product functionality guidance, user surveys, online or telephone sessions
- Experience in using CRM is desirable

#### **Additional support:**

- Liaising with identified individuals to update status, chase outcomes, resolve issues etc.
- Collaborate with all relevant colleagues to further develop and identify customer engagement/business development opportunities

## General:

- Ensuring that accurate information is available to customers and other stakeholders
- Managing records systems, information and documentation
- Communicating and collaborating with other internal and external colleagues, teams and suppliers
- Undertaking general administrative services and duties
- Conducting all the above duties in line with relevant legislation, standards and guidelines
- Undertaking such other duties or responsibilities commensurate with the nature of the post
- Managing personal self-development, identifying development opportunities which are consistent with the nature of the position and the aims and values of SWGfL
- Conducting all the above duties in line with SWGfL equal opportunities and other agreed policies and procedures
- Conducting all the above duties in a safe and careful manner, and paying due regard to current Employment and Health and Safety legislation, and the SWGfL Health and Safety policies

## 4. Company Benefits

- Substantial Leave Allowance progressing to 25 days in second year of service and 30 in third year of service, plus bank holidays
- Pension with generous contributions from SWGfL
- Medical Healthcare benefits including dental, optical, chiropody and therapy treatments including physiotherapy, plus many more Health and Wellbeing services.
- Online Employee discount platform; saving you money on everything from groceries to holidays, fashion and electronics.
- Cycle to Work Scheme
- Benefits for you and your family including an annual flu jab, voluntarily available for all staff.
- Bi-annual Company Team Days

For Personnel use only:		
Issued by:	Date Approved:	Date Effective:

## 5. Person Specification

Attributes	Experience / skill	Essential / Desirable	Means of Evaluation
Education & Training Experience	<ul style="list-style-type: none"> <li>• GCSE Maths and English or equivalent</li> <li>• Minimum six months' work experience in a customer service environment</li> <li>• Experience of project coordination</li> <li>• Experience in internet services, telecoms, network/IT services environment</li> <li>• Business or Administration based qualification</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>	Appl/Interview
Knowledge & Skills	<ul style="list-style-type: none"> <li>• Excellent knowledge of Microsoft Office, including Microsoft Excel, Microsoft Word and Microsoft Outlook</li> <li>• Experience and knowledge of CRM and Microsoft SharePoint</li> <li>• Ability to use and maintain secure document management systems</li> <li>• Strong mathematical and numerical understanding</li> <li>• Understanding of Local Authorities and schools</li> </ul>	<p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p> <p>Desirable</p>	Appl/Interview
Communication & Interpersonal	<ul style="list-style-type: none"> <li>• Ability to communicate and work effectively with others, demonstrating sound interpersonal skills and maintaining professional confidentiality</li> <li>• Excellent verbal and written communication skills; ability to</li> </ul>	Essential	Appl/Interview

	<p>communicate and work effectively both face to face and on the telephone</p> <ul style="list-style-type: none"> <li>• Ability to listen well and understand the needs of a wide range of individuals</li> <li>• Ability to learn quickly, picking up and retaining knowledge and pro-actively seeking answers</li> <li>• Ability to use initiative; a self-starter</li> <li>• Ability to fit in with the team and develop effective and supportive relationships with colleagues at all levels</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	
Personal Qualities	<ul style="list-style-type: none"> <li>• Ability to work accurately under pressure (to meet deadlines etc.), demonstrating a logical and methodical approach to dealing with workloads.</li> </ul>	Essential	Appl/Interview