**Job Description**

**Post Title Customer Service and Business Support Officer**

**Role Profile** **MUL047**

**Service/Team** **Skills and Learning Adult Community Education, Education and Skills**

**Reports to** **Business Support Team Leader**

**Responsible for**

**Number of posts**

**Post number**

**Career Grade** D

**My job improves the quality of life for the people of Dorset, Bournemouth Christchurch and Poole, by** delivering excellence in customer service and business support for Skills and Learning Adult Community Education to ensure a high quality end to end learning experience that enhances the skills, independence and well-being of people to achieve their personal and professional goals and to support the growth and development of local communities and businesses.

**Job Overview**

* To provide customer service across the service providing general specialist support / customer service either in support of a designated officer or the team as a whole
* To work with other specialist / support staff carrying out a range of largely regulated tasks and providing general administrative support

**Key Responsibilities**

* As directed, assist with general or specific, specialist support / customer service activities, working to meet agreed priorities and deadlines.
* Assist in the proper and effective delivery of services and / or promotions from inception to completion.
* Maintain and update records regularly.
* Input to financial, business support and administration systems, ensuring accurate data for each service element.
* Operate in accordance with Quality, Health & Safety and other agreed procedures to ensure that all Health & Safety and Safeguarding requirements are met.
* Assist in the preparation of service documentation, systems and processes, including monitoring output where needed.
* Assist with public consultation, where directed, in accordance with service policy and strategy.
* Prepare support information, where directed, for public information, enquiries and similar purposes.
* To deputise for the line manager as required and responsive to local priorities and deadlines.
* Maintain good relations with internal and external clients, partner organisations
* Assist in the implementation and monitoring of programmes and budgets, to achieve delivery within time and budget.
* Responsible for ICT equipment and other general/specialist equipment as and when required.
* Act as a keyholder for agreed service premises.
* Travel to other sites responsive to service need.
* Where directed, assist in meetings with local Councillors and the public.
* To undertake such other duties as may be required from time to time commensurate with the level of the post.
* To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, Health and Safety at Work Act and Data Protection Act.

**Specific Qualifications and Experience**

* GCSE passes at Grade C or above in English and Maths or equivalent qualification in literacy and numeracy
* An IT qualification at minimum level 2 (Desirable)
* NVQ in Customer Care at a minimum of level 2 (Desirable)
* BTEC Business Qualification (Desirable)
* Experience in an office environment Experience of team working
* Experience within an adult education environment (Desirable)
* Experience of using Quality Management systems (Desirable)

 **Personal Qualities & Attributes**

* A commitment to providing excellence in customer care
* Commitment to equality and diversity
* An understanding of the principles related to the work area
* Knowledge of the use of IT applications
* An understanding of the application of Health & Safety and Safeguarding
* An understanding of FE/ Adult Learning (Desirable)
* An awareness of Quality Management systems (Desirable)
* Able to follow procedures
* Good interpersonal skills
* Able to meet deadlines
* Adaptable and able to work unsupervised
* Able to interrogate data and maintain records

 **Job Requirements**

* DBS check
* Must be able to travel around the County (and other areas of the UK) in an agreed timely manner using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car
* Flexible approach to working hours (to cover rota between 8am and 9pm for example)