

Person Specification

Criteria	Essential	Desirable
Qualifications		
GCSE grade A* - C or equivalent in Maths and English or equivalent qualification	✓	
Customer Service or Business Administration qualification		✓
Experience		
Experience of working within a customer service facing role	✓	
Experience of answering the telephone and making calls to customers – including cold calling	✓	
Working with Microsoft Applications – Outlook, Word & Excel	✓	
Evidence of commercial acumen, professionalism, and a proven track record in 'winning' business.	✓	
Experience of working in a target driven recruitment environment	✓	
Experience of liaising and supporting managers & staff at all levels and young people	✓	
Experience of working within the Further or Higher Education sector		✓
General Skills		
Experience and knowledge of using database systems and CRM systems for recording customer activity, progress against targets and for producing reports	✓	
Ability to understand and calculate costings to support employer funding payments		✓
Ability to use common social media Applications		✓
Commitment to a customer-oriented approach – a 'can do' attitude	✓	
Awareness of Health & Safety & safeguarding requirements		

Able to demonstrate good listening and negotiation skills, and able to maintain clear communication	✓	
Ability to use own initiative, prioritise and work without supervision when required, acting promptly to overcome obstacles and provide solutions	✓	
Ability to work as part of a team, maintaining positive relationships with colleagues	✓	
Take responsibility for monitoring and achieving own targets	✓	
Receives and acts on feedback to improve customer service	✓	
A flexible approach	✓	
General		
Presentable and professional at all times	✓	
Ability to work at any College site and outside of normal office hours	✓	