

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>5PE</b>	<b>Role Title</b>	<b>Customer Advisor</b>
<b>Grade</b>	PS5	<b>Reports to (role title)</b>	<b>Business Services Manager</b>
		<b>Directorate</b>	<b>Legal, Democratic &amp; Cultural</b>
<b>JE Band</b>	161-191	<b>Service</b>	<b>Cultural Services</b>
		<b>Team</b>	
		<b>Date Role Profile was created</b>	<b>Feb-17</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>To be the first point of contact for telephone enquiries and enrolments for adults interested in the Community Learning and Skills programme offered by the Service.</p> <p>To provide highly professional telephone information, advice and guidance to adults enquiring about courses with the Community Learning and Skills Service.</p> <p>The role holder will process telephone and paper based enrolments for qualification based courses and those delivered from external venues onto the Service's Management Information System in an accurate and positive manner.</p> <p>They will input attendance and achievement data in accurate and timely manner to meet the required standards of the service.</p>
<b>Work Context</b>	<p>Community Learning and Skills has seven dedicated centres in Surrey. In addition it also hires or works from approximately 40 further venues each year. It delivers some 2500 courses comprising both a published course programme and a set of bespoke courses that are designed to meet the needs of individual groups of adults in the community.</p> <p>There are four main teams that make up Community Learning and Skills:</p> <ol style="list-style-type: none"> <li>1. Curriculum who look at curriculum planning and delivery, quality improvement and the provision of extensive course offer and the management of tutors employed in the Service;</li> <li>2. Learning Services who are responsible for the customers experience with the service, enrolment, the environment the course is delivered in, and associated administrative processes;</li> <li>3. Information, Technology and Funding Team who look after the Management Information System, and the provision of technology associated with Learning;</li> <li>4. Business Development Team who look after the marketing, business development and growth in income generation. The financial and business analysis functions are directly led by the Principal.</li> </ol> <p>The Customer Advisor will work as part of the Learning Services team to ensure effective centralised enrolment and business processes with data requirements associated with the Service's contract with the Skills Funding Agency.</p>
<b>Line management responsibility</b> if applicable	N/a
<b>Budget responsibility</b> if applicable	N/a

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p>Service Development</p> <ul style="list-style-type: none"> <li>• Support and contribute where appropriate to the management or ongoing development of the service.</li> <li>• Raise awareness of the service by supporting relevant public relations activities.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Plan, organise and deliver allocated activities within agreed processes and frameworks.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• May provide or support the delivery of chargeable services.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Provide advice and guidance to members of the public on specialist services.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• Assist in the induction of new staff and by sharing expertise and knowledge within the team.</li> <li>• May be required to supervise volunteer and work placements.</li> </ul> <p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Maintain specialist archives, records or items relevant to the service area including supporting members of the public to access relevant services and information.</li> <li>• Maintain and input into relevant systems to ensure accurate and reliable information relevant to the service area.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Vocational Qualifications Level 2 or equivalent in relevant field.</li> <li>• Some knowledge of the specialist service area.</li> <li>• May be required to hold specialist skills relevant to the service area.</li> <li>• Good IT skills.</li> <li>• Able to manage own time effectively and identify priorities.</li> <li>• Good organisational skills with the ability to work effectively and flexibly as part of a team.</li> <li>• Ability to provide high standards of customer care.</li> <li>• Good interpersonal skills and able to provide a high standard of customer care.</li> <li>• Able to communicate effectively and politely with members of the public.</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<ul style="list-style-type: none"> <li>• Knowledge efficient data processing.</li> <li>• A good standard of administrative skills.</li> <li>• Flexible approach to working patterns and practices.</li> <li>• Ability to work effectively under pressure</li> <li>• Ability to develop supportive relationships with colleagues inside of the team</li> <li>• Proven ability to deliver a quality telephone and electronic customer care to a wide range of users.</li> <li>• Experience of working in a high volume data processing environment.</li> <li>• Travel to service centres within the area may be required.</li> <li>• A knowledge of safeguarding where vulnerable adults maybe enrolling on the programme.</li> </ul>
<p><b>Role Summary</b></p>	<p>Roles at this level provide a service within a specialist area to deliver an accessible and welcoming front line service for members of the public and customers. Role holders will work under direction within clear procedures and best practice guidelines to support the day to day running of the service or department. They will be subject to supervision and will be expected to organise their own workload and prioritise within short, e.g. day-to-day timescales.</p>
<p><b>Reference Number</b></p>	<p>BM-2022-098</p>