

**Job Description**

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| Job Title: | Customer Relationship Officer |
| Reporting to: | Business Development Manager |

**Purpose of role:**

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| At SS&L we strive to provide excellent customer service, and as a member of the wider Business Development Team you will play a key role in ensuring we meet this goal. The Customer Relationship Team play a key role in maintaining positive relationships with employer partners, learners, and colleagues across SS&L, ensuring all paperwork and records are accurate and maintained. As a Customer Relationship Officer, you will play an active role in progressing the enrolment process, building repeat business relationships, and providing progression opportunities for learners. You will liaise with internal and external colleagues and agencies to strengthen our customer relationship function.  The customer experience for both internal and external customers is at the heart of this team, so flexibility, communication, organisation and being pro-active are essential qualities for this post.  Whilst the primary function of this role is based in the Customer Relationship Team, there may be times when you are also responsible for undertaking tasks associated with the smooth running of business support – this might include basic H&S checks, general administration duties to support the curriculum delivery teams or exam invigilation. |

**Main Duties:**

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| Due to the nature of our business the role will work flexibly to meet the company needs. Working patterns will be agreed at least two weeks in advance and working hours will be limited as far as possible to Monday to Friday 0830 to 2030 and weekends 0830 to 1600.  Your tasks will be to assist and support the Customer Relationship Team with the following group responsibilities:   * Send applications to employers advertising vacancies * Complete Heads-Up form, and send to tutor and learning support * Preparation of enrolment paperwork * Employer incentive finance forms * Check completed enrolment paperwork and send to MIS and curriculum ahead of start date * Process and complete training plan, learner, and employer agreements in liaison with employers * Complete and process all transfer paperwork (learner/employer/provider) for learners transferring to a different standard or course * All party agreements to be checked, chased (where delayed), filed appropriately, and sent to relevant stakeholders * Pursue options for Levy Transfer through new and existing levy paying employer relationships, in collaboration with the Business Engagement Team * Contact learners and their employers towards the end of their programme to promote learner progression and repeat business   + Progression vacancies to be filled through regular communication with posting employer, curriculum teams, and learners soon to graduate * Conduct fee remission checks and funding eligibility for international applicants * Moderate incoming applications and send to employer – send inappropriate and unsuccessful applicants to Front Door Team for new CEIAG * Promote re-advertising of apprenticeship vacancies following apprenticeship completion with existing employers * Review closing dates on ‘Recruit an Apprentice’ and similar * Update recruitment tracker daily * Maintain a working knowledge of funding rules for apprenticeships to ensure eligibility of applicants * Support the completion of DFE agreements and funding applications to support employers, in collaboration with the Business Development Manager * Process, record and manage applicants on both our CRM system and on RAA (Recruit An Apprentice) * Co-ordinate on boarding events when we have a high volume of applicants to assess * To nurture applicants by updating them on the progress of their application and by keeping them informed along the journey * Have a good understanding of our range of training support available to employers and learners * Liaise with external partners to generate suitable candidates for apprenticeships and traineeships |

**Mandatory Duties:**

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| * Undertake such additional duties as may be reasonably required commensurate with the level of responsibility within the Company * Commitment to promoting Equal Opportunities * Commitment to the safeguarding and welfare of SS&L learners and staff * Evening or weekend work may be required depending on the needs of the business * Where the post-holder is requested to work additional hours outside of the normal working day and contracted hours, time off in lieu will be agreed with the line manager |

**Person Specification:**

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| 1. Key Competencies | |
| * Excellent verbal and written communication * Excellent customer care skills * Literate, numerate * Administrative experience * ICT skills and CRM experience * Listening skills * Problem analysis and problem solving * An understanding of the principles of equal opportunities and a commitment to anti-discriminatory practice * Information, Advice and Guidance experience | |
| 2. Work Experience | |
| Essential | Desirable |
| Previous experience working in:   * Customer service * Data entry * Working in a team * Managing workloads to meet deadlines * Administration or other office work * Working with large spreadsheets/databases | * Call centre experience * Working in post 16 education |
| 3. Qualifications & Skills | |
| Essential | Desirable |
| * GCSE or equivalent, English, maths – grade 5 or above * Excellent & confident IT user | * Diploma in Administration or Customer Service * IAG Level 2 qualification or above |
| 4. Personal Qualities and Other | |
| Essential | Desirable |
| * Ability to work collaboratively within and across teams * Flexible approach to work * Organised * Proactive and solution focused * Customer focused * Excellent communication skills * Self-motivated * Have your own car with business use included on your policy and be able to travel across Somerset |  |