

<b>Customer Service Adviser</b>
<b>Salary Range and CPF Banding:</b> £22,000 - £22,500 per annum (B1)
<b>Reports to:</b> ESC Manager or Team Leader
<b>Terms/Hours:</b> Full-Time, FTC/Perm
<b>Location:</b> Office, Hybrid
<b>Direct reports:</b> N/A
<b>Department:</b> Individual Services Group (ISG), Enquiries Service Centre (ESC)
<b>Date Reviewed:</b> January 2023



#### About Ecctis:

At Ecctis, our vision is to be the acknowledged global leader in the international qualifications and recognition arena. Our mission is to be the preferred source of expert advice on the recognition and comparability of qualifications and skills internationally, building on our advanced research and our established knowledge and experience of education systems across the world. Ecctis delivers a wide range of services, products, and projects in the field of international education. We help make sense of international qualifications and support a range of clients including individuals, universities, and colleges, awarding bodies and government ministries.

The work is varied, and the atmosphere is enthusiastic, collegial, and supportive. There are opportunities to develop specialisms and to lead research and training for countries and regions.

#### Purpose of Role:

The purpose of this role is to act as the first point of contact for individual users of our services from around the world. This role involves providing key support and information regarding our services and application process, alongside anticipating their needs before, during and after submission of applications.

You will be an ambassador of high standards of customer service with the single aim of working to first contact resolution response.

#### Key responsibilities:

- Handling enquiries relating to individual applications, via a range of communication channels, including:
  - Phone calls
  - Online / web messages (to meet current KPIs)
  - Emails
  - Live chat
- Performing administrative tasks associated to the role
- Providing supportive and comprehensive service information, and guidance, to customers
- Building a rapport with customers
- Responding to customer complaints
- Deliver high standards of customer service
- Updating customer records
- Following policies and procedures, and adhering to GDPR requirements
- Supporting the wider team to respond to ever changing priorities and workloads
- Supporting with training new starters and colleagues within the business

**Skills required:**

- Excellent interpersonal, verbal and written communication skills, including a very good telephone manner
- Proven experience in customer service
- Able and experienced working in a fast-paced environment
- Is patient, caring and positive with our customers
- An enthusiastic, positive, and reliable member of the team with an open-minded attitude
- An organised and proactive person who is self-motivated and able to take ownership of their personal development
- Target driven – working to KPI's
- Able to multi-task between different tasks (e.g. phone calls / messages)
- Competent working with multiple IT systems simultaneously
- Excellent attention to detail
- Work effectively as part of a team

**Person specification:**

- Team player
- Excellent communicator
- Dedicated to delivering a high standard of customer service
- A supportive and co-operative team member
- Passionate about customer service
- Strives for continuous improvement
- Solutions-driven
- Takes responsibility for their own and the wider team's workload, ensuring SLAs are achieved
- Always demonstrates respect for others
- Comfortable with a fast-paced environment
- Embraces change and progress
- Uses feedback as a positive tool for change
- Has a passion for education and/or international mobility
- Open and quick to learn to learn multiple IT systems

**Education and Qualifications:**

- Degree educated (desirable)
- Minimum of Level 3 qualification – eg. A Level, Level 3 NVQ, Level 3 National Diploma – including GCSE English and Maths
- Demonstratable experience in a fast-paced customer service environment – preferably handling telephone calls and administration in a similar environment





## Employee Benefits

- 25 days annual leave plus bank holidays, as well as an additional day off given between Christmas and New Year
- Company Pension scheme (the Company will match employee contributions up to a maximum of 6% of basic salary in the first year. Then the scheme becomes non-contributory with employer contributions of 10% leading to 20% based on years' service)
- Life assurance of 3 x basic salary for members of the pension scheme
- Bupa Private Health Care Scheme with employee contribution
- Enhanced maternity pay with years of service.
- Employee Assistance Programme
- Annual discretionary performance-related bonus scheme (Pro-rata for part-time employees)
- Cycle to Work Scheme
- Swapping of 3 bank holidays (Good Friday, Early May Bank Holiday, August Bank Holiday) to be taken on a cultural or religious date of significance
- Extra day of annual leave with 5 years' service (pro-rata for part-time workers)
- Employee Ownership Trust:
  - As an Employee Ownership Trust, we do things a little differently from some other organisations. Every one of our employees has a voice and our people are highly motivated and committed. Our structure allows for our combined success as an organisation to be shared equitably across the Company. The trust is indirect, meaning that eligible employees are not shareholders directly, however they are held 'in-trust' by the Trust's Board of Directors.
  - The Employee Ownership Trust allows for a yearly tax-free bonus that is in addition to performance related bonuses to be paid to all eligible employees – dependant on the company's annual performance.
  - Eligible employees: Employees must be employed for 6 months before being an eligible beneficiary of the Trust.

## EDI Statement:

Ecctis Ltd is committed to fostering a culture of inclusivity and connectedness. The core of our work involves working internationally with individuals all over the globe with different backgrounds. In recruiting for our organisation, Ecctis Ltd is an Equal Opportunities Employer, and welcomes the unique contributions you can bring; therefore, we specifically welcome applicants of all backgrounds, regardless of race (including colour, nationality, and ethnic or national origin), sex or gender, gender reassignment, sexual orientation, religion or belief, age, marriage or civil partnership, pregnancy and maternity, or disability.

**Please note:** All applicants must hold a current permit or visa showing their right to work in the UK.

**To apply:** Email your CV and covering letter to [recruitment@ecctis.com](mailto:recruitment@ecctis.com)

This role profile sets out the scope and main duties of the post at the date when the role was created or last reviewed. Such details may vary on occasion without changing the overall scope of the role or level of responsibility required. This role profile is intended to give an overall indication of the duties and responsibilities of this role but is not exhaustive and the job holder may be asked to perform other duties, which reasonably align with the general remits of their role and level of responsibility.

## Our values in practice:

**Respectful:** We value differences, treat everyone with respect, and build trust by fostering a fair and inclusive culture.

**Ambitious:** We are ambitious and enthusiastic in our approach to finding solutions.

**Creative:** We encourage a balance of bold, creative, and innovative thinking, built on our experience and learnings.

**Dynamic:** We evolve in our dynamic industry by using our expertise to create opportunities and champion continuous improvement.

**Engaging:** We grow by engaging professionally and responsibly with each other, by being receptive to feedback, and making space for new ideas.