



## **MANAGER: CUSTOMER SERVICE CENTRE (ENQUIRIES SERVICE CENTRE)**

**Organisation:** Ecctis

**Location:** Cheltenham

**Hours:** Monday to Friday, 8.30 – 17.00

Ecctis is responsible for providing information on qualifications from across the world. Managed on behalf of the UK Government, Ecctis is the only official source of information in the UK, on international education systems. We provide life-changing services for individuals hoping to work study or reside in the UK.

Our Enquiries Service Centre is the first point of contact for our customers, responding to calls, messages, and live chats, providing advice and guiding them through our application process. With a passion for service, recognised by our customers, with an average world-class NetPromoter Score of 74, we want to continue driving service standards and making a difference.

### **Responsibilities:**

The ideal candidate thrives in a fast-paced, customer-focused environment and has a proven track record of motivating successful teams. They will have been responsible for the daily running of a contact centre, ensuring that targets are met and that communication with customers is always of the highest standard.

We're looking for someone who will:

- motivate the Service Centre team, prioritising colleague engagement and development
- commit to finding better ways of working, improving processes and services in accordance with organisational objectives
- manage time effectively and guarantee that service level agreements (SLAs) are adhered to
- demonstrate strong IT skills and a working knowledge of HR procedures and policies
- adapt effectively to changes in a busy contact centre, taking responsibility for the recruitment of new colleagues when necessary.

Above all, we're looking for a dynamic individual with a genuine interest in leadership and providing world-class customer service.

### **We're offering:**

- a competitive salary
- 25 days annual leave (plus Bank Holidays)
- a multicultural, collaborative and lively working environment
- training and development opportunities
- regular social activities
- benefits including; Health Assured Employee Assistance Programme, Pension, Private Healthcare scheme, Christmas office closure



## Person Specification

Essential	Desirable
<b>Qualifications</b>	
A completed and certified Bachelor degree from a UK University	Management / leadership or other professional qualifications
<b>Skills / Attributes</b>	
Excellent interpersonal, verbal and written skills	
Dedication to outstanding customer service	
IT literate – competent user of Word, Excel and other databases	Understanding of website or software development
Enthusiastic, assertive and able to remain calm under pressure	
Able to interpret data to identify patterns and draw conclusions	Experience of data reporting and analysis
Meticulous attention to detail	
Fluent verbal and written English Language skills, minimum IELTS 8 or equivalent	
<b>Experience</b>	
Experience in a customer service leadership role	Contact centre experience Experience of working with customers from around the world

Applications **MUST** be submitted with a covering letter and details of two referees to [recruitment@ecctis.com](mailto:recruitment@ecctis.com)

**Interview date: To be advised**

**Interview venue:** ECCTIS Ltd, Suffolk House, 68-70 Suffolk Road, Cheltenham, Gloucestershire, GL50 2ED, UK

**Please note:**

Applicants **MUST** hold a current permit or visa showing their right to work and reside in the UK.