

Job Description

Income Office Call Centre Assistants

Salary:	Grade 3
Contract:	Full time, fixed term
Location:	Canterbury campus
Responsible to:	Income Office Manager or their nominee
Job family:	Administrative, professional and managerial

Job purpose

The main purpose of this role is to provide additional admin cover, answering emails, receive and answer all calls and enquiries into the Income office during term one covering the student registration period.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Receive and answer telephone calls and emails into the Income Office relating to finance enquiries, providing answers and support to all enquirers
- Receive all telephone calls directed to the Income Office from prospective and current students, parents, sponsors and staff. Assist in responding to emails in the Income office Inbox and assist account controllers with basic admin duties.
- Provide support to the caller, answering the questions relating to the Finance procedures in a polite, professional and prompt manner.
- To respond to all relevant queries, in a fair, consistent and honest manner whilst displaying good customer service. With full compliance of the Data Protection requirements and the GDPR.
- Refer any complex questions to the supervisor, keeping the caller fully aware of the situation.
- Receive and answer emails directed to the Income Office to ensure a timely and accurate response
- Receive emails directed to the Income Office from prospective and current students, parents, sponsors and staff
- Reply to the questions relating to the finance procedures in a polite, professional and prompt manner.
- Respond to all relevant email queries, in a fair, consistent and honest manner whilst displaying good customer service. With full compliance of the Data Protection requirements and the GDPR.
- Refer any complex questions to the supervisor, keeping the caller fully aware of the situation.

Internal & external relationships

Internal: Finance Department including the Income Office

External: Students, Sponsors/parents

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Educated to a minimum of 5 GCSE's including English and maths or equivalent (A)
- Ability to work flexibly under pressure, with minimal supervision, able to use your own initiative (A, I)
- Ability to remain focused at all times (A, I)
- Confidence and accuracy when talking to people (A, I)
- Ability to prioritise own workload, to meet deadlines and to work effectively as part of a team (A, I)
- Good interpersonal and communication skills, with the ability to communicate with a wide range of people with varied levels of technical knowledge (A, I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

Desirable Criteria:

- Experience of working in a customer services environment (A, T)
- Ability to work as a member of a team (A, I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage