

Job Title: Customer Services Coordinator (Graduate Intern)

Job Type: Full-time Fixed Term - 5 days / 35 hours per week; 12-month appointment with option to extend / make permanent

Reports to: Head of Strategic Partnerships & Projects

Place of Work: Norwich head office / Hybrid working

Role Purpose

The purpose of this role is to:

- Provide support for ATHE recognised centres in line with ATHE policies and procedures, across Strategic Partnerships & Projects (SPP), Qualifications Development (QD), Quality & Assessment and Business Engagement activities.
- Working with the Head of Strategic Partnerships & Projects and colleagues, provide coordination and administrative support for SPP partnerships and projects.
- Working with the Head of Qualifications and Customer Services Executive – QD, provide coordination and administrative support for QD products and services.
- Working with the Customer Accounts Manager, coordinate support for centres during the initial recognition process, when submitting results and learner work for moderation, and on renewal of recognition with associated quality assurance checks.
- Coordinate activities with Customer Services colleagues to help ensure the smooth operation of the office.
- Through the fulfilment of these duties:
 - Develop knowledge, understanding and personal and professional skills applied in a business environment.
 - Develop an understanding of the education sector within the UK and internationally.
 - Gain valuable experience to enhance educational / career progression.
- Develop a working relationship with ATHE to potentially provide opportunities for further engagements with ATHE in the future.

This means the post-holder will be:

- confident, articulate and interpersonally strong
- flexible, adaptable and highly collaborative, a multi-tasker with an eye for detail.

Principal Accountabilities

Strategic Partnerships & Projects Coordination

- Provide effective coordination of strategic partner and supplier engagement.
- Receive and coordinate enquiries received from customers and stakeholders regarding strategic initiatives, in particular the ATHE Academy.
- Provide administrative support for the Head of SPP and colleagues.

Qualifications Development Coordination

- Provide effective coordination between clients' qualification requirements and in-house / associate development.
- Receive and process inbound enquiries from Business Engagement colleagues and from clients directly relating to new and existing qualifications.
- Coordinate the upload of qualification details to the ATHE website, Centre Portal and Zoho enterprise system.
- Provide administrative support for the HoQ and Customer Services Executive – QD.

Centre Support

- Answer and address enquiries from existing ATHE recognised centres in line with ATHE service level agreements.
- Support centre recognition and renewal, ensuring recognised centre details are up to date on ATHE systems.
- Handle enquiries, appeals or complaints from centres and learners, maintaining positive and professional relations.
- Deal with operational queries sent to and received from centres.
- Help centres with Centre Portal queries/issues, ensuring online guidance and support documents are up to date.
- Create and update centre records in response to new product requests.
- Process centre change requests.
- Keep statistics and produce management reports on centre activity.

Customer Engagement

Working with the Customer Services colleagues:

- Coordinate the provision of support to centres prior, during and after the recognition process in line with existing policies and procedures.
- Ensure there is effective liaison with other colleagues at ATHE regarding support for centres across the customer lifecycle.
- Engage with inbound enquiries from existing learners directing them to the appropriate information and resources.
- Contribute to centre communications with regular updates on ATHE services.

General Administration

Working with colleagues, contribute to:

- Undertaking general office administration duties.
- Processing outgoing mail.
- Communicating with customers, associates and other stakeholders via phone, email and video calls.
- Monitoring office stationery and procuring additional supplies as required.
- Providing administrative support for management colleagues as required, including first line call handling for customer queries.

Person Specification

| Education and Training | Essential | Desirable |
|---|-----------|-----------|
| 3 A Levels or equivalent | ✓ | |
| Degree calibre or equivalent | ✓ | |
| Participation in training or other developmental activities | ✓ | |
| Relevant Experience | | |
| Working in an office environment | | ✓ |
| 3-5 years + working in a customer service / facing role | ✓ | |
| Understanding of the Further Education and Higher Education Sectors | | ✓ |
| Experience of working in an awarding organisation and of vocational qualifications | | ✓ |
| IT literate – sound familiarity with MS Office suite | ✓ | |
| Financial awareness – working with finance and accounting | | ✓ |
| Skills / Qualities | | |
| Sound organisational and multi-tasking skills | ✓ | |
| Highly collaborative – able to build strong working relationships at all levels | ✓ | |
| Strong communication skills both written and oral | ✓ | |
| Commercial acumen – when managing customer relationships | ✓ | |
| Good numerical skills | ✓ | |
| Flexible and adaptable to change | ✓ | |
| Able to follow instructions carefully with attention to detail | ✓ | |
| Able to work independently and see tasks through to a conclusion within the timescales given | ✓ | |
| Creative – offer innovative ideas to enhance ATHE's quality and assessment service proposition to centres | ✓ | |
| Commitment to completing tasks to the highest standards | ✓ | |
| Strong commitment to personal development | ✓ | |