



JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	Customer Service Specialist
Reports to:	Customer Service Manager
Location:	Swindon
Department:	Operations

2. ABOUT THE ROLE	
What you'll be doing?	To provide high quality, dedicated, administration and customer service to internal and external stakeholders whilst providing an excellent experience at all times
Key Responsibilities	<ul style="list-style-type: none"> • Work with colleagues to drive quality and operational excellence in line with business strategy and plans. • Report issues and themes to line manager to help improve the feedback we give to internal customers • Contribute to improving internal processes and protocols • Build and maintain internal QA relationships • Build and maintain business relationships with external customers by providing prompt and accurate service • Carry out tasks within the agreed time-frame • Foresee possible delays or complications and plan strategies to avoid or minimise them • Escalate matters where appropriate but aim to develop sufficient commercial awareness in order to work independently • Ability to make decisions and be accountable for the decisions made. • Accurately capture, record and provide relevant details • Adhere to established QA processes • Demonstrate comprehensive understanding of QA 's systems, including any regulatory or compliance requirements • Manage incoming emails, as well as manage the associated QA mailbox. • Demonstrate efficient and effective telephony management • Support with ad hoc administration requirements

	including data cleanse; file creation; archiving; etc
KPIs & SLAs	<ul style="list-style-type: none"> You will be measured on completion of tasks/objectives in-line with agreed SLA's/KPI's as well as your positive impact on customer service to internal and external stakeholders
Key Working Relationships	<p>Internal</p> <ul style="list-style-type: none"> Working closely with team members to complete tasks Building strong relationships with other colleagues through daily interaction <p>External</p> <ul style="list-style-type: none"> Frequent external contact (mainly telephone and email) with clients, learners and suppliers

3. ABOUT YOU

Skills & Abilities	<ul style="list-style-type: none"> Excellent customer service skills Good administrative skills with an organised and solutions focussed approach to work Excellent communication skills, with credibility to work directly with a range of customers Ability to prioritise work and be able to demonstrate a disciplined and organised method of working.# Results focused – dynamic, decision-making, efficient and effective The ability to listen, express and articulate information effectively A logical thinker and a passion to achieve Attention to detail
Your Knowledge	<ul style="list-style-type: none"> Product knowledge Good working knowledge of Excel, Word and Outlook/email
Your Experience	<ul style="list-style-type: none"> Experience in an administration and customer service role Experience of working in a fast paced customer facing role Experience of working in a predominantly unsupervised environment, where the individual can confidently take ownership of activity
Your Qualifications	<ul style="list-style-type: none"> Level 3 qualification as a minimum

<p>What you'll bring to QA</p>	<ul style="list-style-type: none"> • Tenacious in approach whilst able to remain professional • High level of resilience with a calm approach when faced with challenges • Great team player and able to form strong internal relationships • Desire to share personal expertise with others and identify process improvements
<p>4. ABOUT QA</p>	
<p>About us</p>	<p>We shape the next generation of technologists, leaders and innovators.</p> <p>By powering potential - the potential of over a quarter of a million learners a year. We empower them to push boundaries and thrive in the workplace.</p> <p>Why we do learning</p> <p>For over 30 years, we've worked in technology - where the impact of great learning is changing the world.</p> <p>A bold statement, but hear us out. We are right at the centre of a technological revolution. Devices are not just connecting people, cities and countries - they are connecting to each other, collecting data and using it to learn and make themselves better. Soon we will have cars that can drive themselves, fridges that make sure we never run out of milk and computers that can learn from their own mistakes.</p> <p>Driving this revolution? People.</p> <p>And this is where we come in.</p> <p>People advancing their knowledge in technology - to enrich society - build a new culture - better how we live our lives, and how we work together.</p> <p>People are learning to use technology to drive phenomenal change. This is our passion - powering their potential.</p>
<p>We promise to be</p>	<p>Bold</p> <ul style="list-style-type: none"> ○ Ambition is great. We set ambitious targets - holding ourselves and others to ever-higher standards. ○ We contribute (insightfully) to the debate inside and outside QA. ○ We move. Quickly. We respond to your needs - fast. <p>Collaborative</p> <ul style="list-style-type: none"> ○ We spend time getting to know you - our learners and our customers - to earn your trust. ○ We connect a solution to your problem - we have tonnes of different services to help you. ○ We're the positive person who actively gets stuck in to solving problems. <p>Progressive</p> <ul style="list-style-type: none"> ○ We embrace change - and support it. ○ We challenge ourselves to use the latest technologies and methods - no matter how out there. ○ We're curious - about what you do, about what the person

	<p>next to you does, about our customers and our learners.</p>
<p>What's on offer?</p>	<p>Learning is not just a service we provide, it's a way of life at QA, and we try to ensure that everyone has the opportunity to take advantage of our huge and varied range of learning and development options, so everyone is eligible for 3 Training Days every year, to focus on subjects they're interested in.</p> <p>We also know that many people like to "give back" and so we offer 2 paid Charity Days each year to support your chosen charity in whatever way you choose. And if you get involved in charity fundraising, QA will also double any sponsorship money raised, up to £250. This is over and above the charitable activities that we encourage through our annual QA fundraising drives - you can get involved with this as much or as little as you like. We see it as a great way to foster team building too.</p> <p>We all need to take time out to recharge our batteries from time to time and enjoy some down time, so we provide a fairly generous 25 days' holiday per annum (rising to 28 days after 5 years) - with the option to buy more if you wish.</p> <p>It's important, too, to plan for the future and ensure we are able to maintain the lifestyle we have worked so hard to achieve, once we retire from the hurly burly and slow down to enjoy our later years, so we offer a defined contribution pension plan and will match your contributions up to a maximum of 4% of your basic salary.</p> <p>Then there are two of our core benefit offerings, not the most exciting, but we consider it important to ensure everyone has the peace of mind provided by Life Assurance (4x your basic salary) and Permanent Health Insurance (after a qualifying period) in the event that ill health, or worse, disrupts our plans.</p> <p>And finally, a few fringe benefits to assist with travel and lifestyle choices:</p> <ul style="list-style-type: none"> ○ Season ticket loan ○ Corporate gym membership ○ Cycle to work scheme