

## Person Specification

### Qualifications

<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<p>English and Mathematics GCSE at grade C or above.</p> <p>Prepared to work towards Level 3 in Customer Service or equivalent and other appropriate qualifications</p>	<p>Level 3 in IT</p> <p>Level 3 in Customer Services</p> <p>Level 3 in Business Administration</p> <p>A level 2 qualification in a Customer Service, Administration or other relevant subject</p>

### Knowledge and Experience

<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<p>Understanding of the requirements of a customer service and support role</p> <p>Proficient in the use of IT systems and office packages</p>	<p>Experience of working in an administrative or customer service role.</p>

### Skills and Abilities

<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<p>Good interpersonal and communication skills, self-motivated and committed to equal opportunities</p> <p>Ability to build relationships with colleagues and customers</p> <p>Ability to act and think logically</p> <p>Ability to work to deadlines</p>	<p>Desire to learn about all aspects of the business and be able to provide information and support about Future's qualifications to customers.</p>

**Key Responsibilities:**

- Operating the routine daily administration, processing, finance and customer support activities including the administration of centre and candidate records.
- Provide accurate data for the Heads of Service.
- Deal with and progress applications from those seeking approval as a centre or for additional qualification. Be the main point of contact for both new and existing centres.
- Process the registration and certification of learners.
- Support the work of our External Quality Assurance team by responding to queries and requests for information and processing payments for work undertaken.
- Carry out any support activities required by Future including support and training to centres on our management information systems Huddle & Parnassus.
- Be flexible to develop knowledge and expertise in specific areas of the business and where necessary train and support others in the team.