



# RECRUITMENT PACK

CUSTOMER SUPPORT ADMINISTRATOR



FutureQuals<sup>®</sup>



01530 836668



info@futurequals.com



futurequals.com



One of the UK's **most progressive** awarding and end-point assessment organisations





## Role Purpose

To provide exceptional customer support to existing and prospective stakeholders by following and developing effective customer service and relationship procedures, implementing technological efficiencies and ultimately being a warm and welcoming point of contact through strong interpersonal skills for both the Awarding Organisation and the End-point Assessment Organisation.

## Location

Coalville - Leicestershire

## Salary

£15,000-19,000 per annum



01530 836668



info@futurequals.com



futurequals.com

# JOB DESCRIPTION

## Key Responsibilities

- Answering telephone and email queries, offering a warm welcome to all.
- Reviewing and resolving queries by engaging experts across the business and responding to customer needs.
- Processing data with accuracy and efficiency.
- Processing sales orders.
- Providing general administrative duties for other departments when necessary.
- Supporting technological developments within software systems through feedback and testing.
- Making recommendations to improve and enhance current standard operating procedures.
- Building strong and effective relationships with colleagues and external stakeholders.
- Liaising with customers on both inbound and outbound requests.
- Acknowledging and reporting customer complaints in line with the complaints procedure.
- Participating in and conducting internal audits, as part of the self-assessment and quality assurance processes.
- Maintain an excellent knowledge of company products and services.
- Dealing with all customers and internal staff effectively and courteously.
- Embedding a culture of quality and continuous improvement throughout the team, minimising risk, and ensuring ongoing regulatory requirements.
- Demonstrating a high standard and quality of work, encouraging this in self and others.
- Hosting and monitor remote invigilation examinations.
- Co-ordinating and conduct quality reviews on Remote invigilation.
- Carrying out any other duties as are within the scope, spirit and purpose of the job as requested by the Customer Support Manager or members of the Senior Leadership team.

# PERSON SPECIFICATION

## Essential Qualifications, Knowledge and Experience

- Excellent communication and interpersonal skills both oral and written with a commitment to managing expectations
- Strong ability to prioritise in a varied work programme
- Experience of maintaining and developing customer relationships
- Experience of understanding the needs of others, the constraints they face and the levers to their engagement
- Experience of understanding differences in opinions, anticipating potential areas of conflict and proactively managing discussions
- Experience of accurately inputting data on a consistent basis
- Experience of working in a customer focused environment
- Demonstrable experience of administration duties including telephone and email answering and updating databases
- Experience of solving complex problems and finding resolutions that meet the needs of all parties
- Highly analytical and process-driven

## Desirable Qualifications, Knowledge and Experience

- Experience of working in a regulated awarding body/organisation
- Knowledge and experience of education environment
- An understanding of FutureQuals products and services
- Knowledge of End Point Assessment regulatory requirements
- Knowledge of professional business environment

## Essential Skills and Abilities

- MS Office Word - Intermediate
- MS Office Excel - Intermediate
- MS Outlook - Intermediate
- Internet Browser - Intermediate

## Desirable Skills and Abilities

- Survey Software - Basic
- Online Meeting software (e.g. zoom) - Basic
- SharePoint - Basic
- Sage - Basic



## Values

---

**Visionary**

**Supportive**

**Innovative**

**Professional**



# Equality and Diversity



We believe diversity drives innovation and we are striving to build an inclusive culture at all levels of the organisation, where colleagues can learn, develop and thrive. We welcome applications from all sections of the community, regardless of age, race, colour, sex, marital status, religion, ethnic origin, nationality, disability or sexual orientation. Any appointment will be made on merit alone.



# How to Apply



In the first instance should you wish to discuss the role further please email [HR@FutureQuals.com](mailto:HR@FutureQuals.com)

Applications should be emailed to [HR@FutureQuals.com](mailto:HR@FutureQuals.com) by sending in a CV and covering letter.

Closing date: 18<sup>th</sup> November 2021

Interviews: 29th November 2021



01530 836668



[info@futurequals.com](mailto:info@futurequals.com)



[futurequals.com](http://futurequals.com)

Visionary | Supportive | Innovative | Professional