

**BPP Job Description**

**Job Title** Customer Service Advisor

**Department** Facilities & Customer Services

**Location Birmingham**

**Contract type Full time and permanent**

**Hours of work** 37.5hrs per week, comprising of shifts from 8am -7pm Monday to Friday and 8.30am – 5pm on Saturdays and Sundays

**Job Purpose**

This is a multifaceted role, incorporating Customer Service responsibilities alongside Health & Safety, IT, Administration and general day-to-day duties. This role presents an ideal opportunity for individuals who are passionate about providing outstanding professional support within the education sector, within a fast-paced environment.

**Key Responsibilities**

* Ensuring that students have an excellent experience whilst being at BPP
* Covering reception desk and greeting visitors (part of team rota, covering evenings and weekends)
* Facilitating and scheduling computer-based assessments
* Overseeing material stock levels for course delivery; maintaining and ordering
* Liaising with internal departments in support of administrative tasks
* Building close relationships with students, staff and contractors
* Consistently providing a high-quality service
* Acting as first point of contact for facilities and building issues that might arise
* Providing support for BPP events as well as providing classroom support
* Managing refreshments and room bookings for internal and external events
* Providing a first line response to the IT queries and troubleshooting issues as well as logging issues with the IT service desk and installing basic IT kit
* Distributing internal and external post
* Acting as a Health and Safety Contact, First Aider and Chief Fire Marshall

**Skills, experience & qualifications required - Essential**

* Demonstrable record of providing exceptional levels of customer service
* Ability to take ownership of issues and associated responsibility for completing a task
* Well organised with attention to detail and self-disciplined with ability to prioritise under pressure
* Ability to work within in a team environment as well as independently
* Great time management skills
* Ability to build and maintain strong stakeholder relationships
* Excellent communication skills, both verbal and written
* Experience working with IT systems and able to troubleshoot basic IT issues
* Competence in using standard IT programmes, e.g. Microsoft Word, Excel, and PowerPoint

**Skills, experience & qualifications required - Desirable**

You must be proactive, highly motivated and adaptable to change.

The successful candidate is an excellent team worker with outstanding communication skills, great people skills and the ability to problem solve.

Knowledge in Health & Safety with a qualification is preferred.

Please note that working hours will cover the opening hours of the centre, some weekends, bank holiday cover is required.