



## **JOB DESCRIPTION**

**JOB TITLE:** Centre Support Officer (Customer Experience)

**Reporting to:** Centre Support Manager

**Responsible for:** N/A

### **JOB PURPOSE**

- To manage own workload to deliver coherent and efficient customer experience in relation to our products, services and assessment activity.
- To provide a customer focussed, professional and helpful service to all Centres
- To keep compliance and regulation in the forefront of your work, following agreed processes.
- To respond to all service standards and KPIs set.

### **MAIN DUTIES AND RESPONSIBILITIES**

1. To ensure the efficient operation of registrations, achievements, examinations and certification processes.
2. To support the Quality Assurance process; scheduling moderation visits, reviewing and monitoring Actions Plans and authorising payment of invoices.
3. To provide comprehensive advice, guidance and support to centres and other customers on a range of products and services, as required.
4. To answer calls and emails efficiently and professionally.
5. To embrace training to improve our customer experience e.g. Mystery Shop
6. To provide relevant information to assist with the development and marketing of products, as required.
7. To publish and print certificates and be responsible for dispatch in line with service levels.
8. To monitor certificate stock levels and notify when additional stock is required.
9. To ensure the effective and efficient control of information and data in line with GDPR requirements.
10. To deliver excellent customer service to internal and external customers and stakeholders.

- 11.To monitor and make recommendations for the review of systems and procedures on a continuous improvement basis.
- 12.To maintain accurate and up to date records and provide data, as required.
- 13.To log, handle and resolve complaints effectively and in line with the complaints policy.
- 14.To maintain efficient systems across a range of administrative areas with a high level of accuracy.
- 15.To foster effective working relationships with approved centres.
- 16.To support colleagues with the identification and conversion of new business.
- 17.To ensure all relevant inbox email queries are resolved and responded to in line with service levels.
- 18.To manage own workload, under the direction of the Head of Centre Support and Centre Support Manager.
- 19.To log and co-ordinate feedback from centres.
- 20.To offer training, support and expertise to colleagues, when required.

The above-mentioned duties are neither exclusive nor exhaustive and the post holder may be required to carry out such other appropriate duties as may be determined by the Head of Centre Support.

The post holder will be expected to adopt a flexible approach to support the efficient and effective running of the Company.

### **OTHER DUTIES**

1. To ensure awareness of, and compliance with, all health and safety requirements taking reasonable care of the health and safety of yourself and other persons in accordance with the provision of health and safety legislation.
2. To exercise proper care in operating, handling, and safeguarding any equipment and appliances provided and issued by Skills and Education Group for individual or collective use in the performance of duties.
3. To keep up to date, so far as is necessary for the efficient executive of the role, with new legislation, procedures, and methods.
4. To participate in the Company's appraisal process and to undertake appropriate training/development to ensure up-to-date knowledge and practices are applied and

maintained for the efficient and effective performance of the post and to support the Company's strategic objectives.

5. To uphold and promote the Company's Equal Opportunities and Diversity policies and practices.
6. To present an appropriate professional image on official Company business.

### **TERMS AND CONDITIONS**

This post is subject to the terms and conditions determined by the Skills and Education Group.

September 2025