

# St Cuthbert’s College Job Description

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| Position Title | **Customer Services Representative** |
| Reports To | **Director of ILT** |
| School/ Support | Support |
| Position Number | JD 161 | Version | 2 | Date | NOV 2021 |

# By Love serve

The values embodied in the St Cuthbert’s College (“**the College**”) motto “By Love Serve” guide all our interactions. The College Compass also underpins the delivery of education and services at the College. It is comprised of these four key principles:

* **Striving for excellence**
* **Developing all dimensions**
* **Building a connected community**
* **Pursuing innovation, valuing tradition**

# Role purpose

To welcome all visitors to the department and provide a positive experience

To support all team members with administrative tasks

To keep data in IT systems up-to-date

To uphold the St Cuthbert’s College values “By Love Serve”.

# Nature and scope of role

Enhancing St Cuthbert’s College by:

* Supporting the College’s IT Services through a high level of service and accuracy in handling data and requests
* Being aware of the customer-oriented nature of the work to be undertaken and being able to communicate effectively with people at all levels of the College;
* Demonstrating commitment to excellent customer service;
* Being conversant with all College systems, policies and procedures;
* Ensuring that all activities and interactions are consistent with and supportive of College goals.
* Delivering consistently the expected professional standards and behaviours for both external and internal customers;
* Projecting a professional image of the College at all times.

# Challenges

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| **Area** | **Challenges** |
| Environment | * **To make the IT Office a welcoming place for visitors who are worried that they have broken something, or don’t know how to do something**
* **To ensure that other IT team members are supported with admin tasks**
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| Data accuracy | * **To keep data in College systems accurate so that College communications are received by intended audience**
* **To follow up with stakeholders when data changes seem unclear**
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| Timeliness | * **To ensure tasks are completed promptly**
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# Key Responsibilities/ Accountabilities

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| **Key Tasks** | **Expected Results** |
| * Oversee the implementation of staff and student notebooks into the College in conjunction with suppliers
* Receive and dispatch equipment to service providers
* Follow up the status of equipment dispatched to service provider
* Receive and respond to student and parent queries over status of repair, purchase etc
* Oversee the process of procuring ID cards for students and staff,
* Supervise issue and return of loan equipment.
* Reset loan equipment after it is returned
* Maintain records of incidents arising with student and staff ILT equipment
* Provide Director of ILT with details of student/parent complaints
* Manage processes around leases of College-owned equipment to students
* Maintenance of asset registers for College IT equipment
* Perform data entry tasks in liaison with Database Manager
* Update email address, phone, home and work address for records in College systems
* Make stationery orders for department
* Mange ID photos for staff, students and contractors
 | * Equipment are available to staff and students to meet agreed due dates
* Equipment is received and dispatched safely and efficiently.
* STCC receives excellent service from suppliers, and status of repairs is known to all ILT Staff
* Parents and students are well-informed over progress of the requests
* Student and Staff receive new and replacement ID cards promptly
* Equipment locations are recorded, and overdue equipment is returned or charged
* Service Desk software contains full and accurate records of work done by ILT technicians
* Complaints are received and responded to promptly
* Requests are categorised correctly and promptly so that the correct engineer can response to the request
* Records of leases and charges to parents are clearly recorded
* Asset registers are accurate
* Surplus equipment is disposed of fairly, in an environmental manner and a financially accountable fashion
* Data is entered correctly and efficiently
* College systems records have correct data
* ILT Staff have stationery required
* ID photos are uploaded to College IT systems promptly
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## General

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| **Key Tasks** | **Expected Results** |
| Team Member | * Foster collegiality in relationships across the College.
* Undertake any other duties or projects as required.
* Be conversant in all College systems, policies and procedures.
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| Reputation | * Always conduct oneself in a professional manner.
* Ensure that the College presents an attractive, safe, clean and stimulating environment at all times.
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| Health & Safety | * Adhere to safe work practices as determined by the College’s Health and Safety Policy.
* Ensure that the College is not exposed to unnecessary risk or costs associated with non-compliance.
* Be familiar with and aware of all emergency procedures in the College.
* Maintain safe, organised and neat work areas.
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| Global Citizenship | * Support and assist with implementing Global Citizenship initiatives.
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| Self-development | * Keep abreast of industry and professional knowledge.
* Personal skills and competencies kept up-to-date with professional development.
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## Stakeholders

* Support staff
* Academic staff
* Principal and Heads of School
* Wider College Community
* External IT Service Providers

# Key competencies

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| **Experience** | **Minimum Requirement/ Expectation** |
| Professional qualifications/ experience | * 1 + years Customer service experience
* Previous technical knowledge an advantage
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| Personal attributes | * Excellent communication skills (verbal and written) with a wide variety of audiences.
* Strong writing, researching and proofreading skills.
* Strong IT skills.
* Excellent planning, organisational, prioritisation and forward planning skills.
* Work well under pressure, able to multi-task, meet deadlines, solve problems and take initiative.
* Strong interpersonal skills and capable of building effective relationships with team members, internal teams and customers to gain their trust and respect.
* Demonstrates a commitment to delivering on key objectives.
* Results-oriented and self-motivated.
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*The above duties and responsibilities within this role are not meant to be limiting – rather to give an outline of essential duties of the position that may change from time to time, which will require flexibility.*