**The Highfield Group**  
Job Description

Vault Customer Support Officer

**Document Control**

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**Contents**

[JOB DESCRIPTION 3](#_Toc120015134)

[MAIN RESPONSIBILITIES 3](#_Toc120015135)

[REQUIRED SKILLS AND EXPERIENCE 3](#_Toc120015136)

[POST HOLDER’S OBLIGATIONS 4](#_Toc120015137)

[THE HIGHFIELD GROUP WAY OF WORKING 4](#_Toc120015138)

[THE HIGHFIELD GROUP’S COMMITMENT TO YOU 4](#_Toc120015139)

# JOB DESCRIPTION

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| Job Title | Vault Customer Support Officer |
| Responsible to | Vault Manager |
| Responsible for | Creating and maintaining courses on Highfield Vault to ensure they are accurate. Ensuring administration requirements for Highfield Vault users are managed and fulfilled. Manage Highfield Vault customer queries and relationships. |
| Role Purpose | To enable customers to maximise their use of Highfield Vault services |

# MAIN RESPONSIBILITIES

Creating and maintaining courses on Highfield Vault.

Supporting centres with administrative tasks such as cohort set up and learner allocations.

Engaging with Highfield Vault centres to build relationships and maintain the highest levels of customer service and support.

Handling day to day customer queries.

Creating Vault bundles on Highfield Central and processing orders in a timely manner.

Supporting training and demonstration sessions with customers and internal team members.

Supporting Highfield Vault Manager with:

* + New customer set-up
  + Quality and resource content checks
  + Briefing of bespoke content creation
  + Reviewing training materials and guides
  + Responding to customer feedback
  + Identifying requirements for further developing and/or improving the platform.
  + Fulfilling general and bespoke customer requirements

Adhering to all internal processes and procedures required to deliver business services.

To promote Highfield values with emphasis on Integrity and Customer Service.

Working with all members within HABC to ensure all regulatory requirements are fulfilled and HABC is recognised as a best practice Awarding Organisation by Centres and regulators alike.

# REQUIRED SKILLS AND EXPERIENCE

A confident user of technology.

Exceptional attention to detail and an appetite to ensure work is ‘right first time’.

Ability to review documents and courses to ensure accuracy of products before release.

Excellent written and oral communication skills.

Excellent customer service skills.

Ability to work from own initiative and as part of a wider team.

Excellent interpersonal manner.

Demonstrable word processing, spreadsheet, PowerPoint and email skills.

Craves a challenging yet rewarding environment to work in.

# POST HOLDER’S OBLIGATIONS

To carry out their duties having full regard for “The Highfield Group Way of Working” (please see below).

To carry out their duties in accordance with the Highfield Group Diversity and Equality policy and in compliance with the Health & Safety at work etc. Act 1974 and any subsequent and relevant health & Safety legislation.

The timely and professional dealing with general enquiries in writing, by email or over the telephone including the taking of messages and the accurate recording and, if necessary, the dissemination of all relevant information.

To competently use all office equipment and relevant software programs including but not limited to Microsoft Office (Word, Excel, PowerPoint, Outlook), HABC web database.

Be willing to learn new skills, including how a basic network functions, Learning Management Systems and fault-finding, in order to offer technical support where required.

These duties are neither exclusive nor exhaustive and the post holder may be required to undertake other reasonable duties and responsibilities without changing the general character of the post.

# THE HIGHFIELD GROUP WAY OF WORKING

Think customer;

Be passionate about our products and services;

Be a team player;

Accept responsibility for your actions;

Be enthusiastic, honest and confident;

Listen and learn and respect confidentiality;

Be loyal and committed to the Company and your future within the Company; and

To respect all members of the team.

# THE HIGHFIELD GROUP’S COMMITMENT TO YOU

To build on your strengths and develop your skills;

To recognise the value of your contribution;

To respect the balance between life and work;

To maintain confidentiality;

To provide excellent working conditions; and

To reward loyalty, commitment, innovation and outstanding performance.